DigiPlex Group Management Plan

1.0 Introduction

1.1 General

DigiPlex is a company providing highly secure high-powered, energy-efficient, carrier-neutral, co-location data center space in Scandinavia for our customers' information and communication technology (ICT) equipment.

Our approach ensures a cost-effective environment offering speed to market and inherent flexibility and scalability for the future.

- **Secure**: Our centres deliver several layers of security to organisations who require specialist environments for applications ranging from network operations through disaster recovery to data centre space and secure printing.

- **Resilient**: DigiPlex also provides guaranteed continuity of power into and throughout our conditioned, chilled modules, suites and rooms supporting our customers as they ensure business continuity.

- **Connected**: Our secure centres offer multiple telecoms facilities underpinned by our commitment to independence and neutrality.

DigiPlex supports our customer's competitive quest for best value and best practice. The centre is used by customers for applications ranging from disaster recovery through to frontline server space, and secure network control centres.

DigiPlex has adopted a process approach in the development and implementation of its management system for the provision of services. The aim of the management system is to enhance customer satisfaction by meeting customer requirements. In addition, each of the processes undertaken is controlled to reduce the impact of the company's activities and services on the environment and to eliminate or minimise Health & Safety and Information Security risks to its employees and other interested parties. Continual improvement of the effectiveness and performance of the management system and processes is attained through performance measurement and the achievement of objectives.

1.2 Mission

Our Mission is to enable digitalization by providing the most innovative, sustainable and secure data centers in the Nordic region.

1.3 Quality Policy

Therefore our reputation and capability to grow our business depends on our ability to provide products and services that are of a consistent, reliable and high quality, meeting or exceeding our customers' needs and achieving customer satisfaction.

We will:

- Work closely with our customers to fully understand their needs and meet their expectations throughout the life of their contract with us.
- Set stretching objectives and targets which are focused on meeting the needs of our customers, our business and other stakeholders.
- Use all necessary resources – in a way that clearly allocates responsibilities relating to quality to appropriate staff – to make sure we meet the commitments we have made to our customers.
- Make sure our employees have adequate training and have the skills, knowledge and experience they need for their roles.
- Encourage effective teamwork and make sure staff feel empowered, accountable and understand how meeting their objectives will contribute to the success of their particular department and DigiPlex.
- Measure and report on our performance in managing our business and meeting our customers' needs and use performance information to help us improve.
- Independently audit our management systems to confirm whether or not they are adequate for meeting any regulatory requirements as well as the needs of the business, our employees, our customers and others with an interest in our work.
- Use the outcomes of independent audits to help us to continuously improve and meet the needs of our customers.
- all employees and interested parties with relevant information and ensure a structured dialogue on how to improve the quality of our services.
- Regularly review the suitability and effectiveness of our systems to identify improvements that we need to make, to be more able to meet

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our needs and those of our customers and people who have an interest
in our work.
- Develop effective relationships with our subcontractors and suppliers.

We will put this policy into practice by applying policies, standards, operating procedures and processes so that we control the delivery of high-quality products and services that reliably and consistently meet our commitments to our customers.

To put this policy into practice this plan maps out the operating procedures and processes so that we control the delivery of high-quality products and services that reliably and consistently meet our commitments to our customers.

1.4 Scope

This Management Plan identifies core processes and provides a system framework with detailed procedures. The Management System developed by DigiPlex encompasses Quality, Occupational Health and Safety (OH&S), Information Security and Environmental Management across the entire business. It sets out the requirements that are to be addressed at the Group, Operating Sites and Contract levels in the development, operation, maintenance and improvement of systems to manage quality, OH&S, information Security and the environment.

It allows us to lead and operate our Organisation successfully by managing it in a systematic and visible manner. Our success results from implementing and maintaining a Management System that is designed to continually improve the effectiveness and efficiency by considering the needs of interested parties and subsequently continually improving.

Operational Sites and projects that need to deviate from these procedures, due to the nature of the contracted services, shall liaise with the Quality and Compliance Manager to agree the detail of the deviation, which shall be covered by a local instruction. These procedures are to address:

Quality Management - to consistently provide services that meet customer and applicable regulatory requirements and to aim to continually improve the system to enhance customer satisfaction and the assurance of conformity to requirements.

Safety Management – to identify and quantify the risk of personal injury and property damage in the workplace and to eliminate, reduce or minimise accidental losses.

Information Security Management – to identify, assess and control Information Security risks that have an impact on information and data and to control those activities to ensure that any information and data produced meets customer, legislative and regulatory requirements and is accurate, consistent and produced in a timely manner in order to enable effective decision making.

Environmental Management – to identify activities that have an impact on the environment and to control those activities to prevent pollution, manage waste and achieve improvements in overall environmental performance.

1.5 Exclusions
All of the requirements of the ISO 9001:2015 quality standard are addressed by the management system.

1.6 Structure, Responsibility and Authority

The organisational structure of DigiPlex is shown in the current organisation chart found on SharePoint.

Professional responsibilities and levels of authority are detailed within each team members Job Description upon employment or promotion to a new role.

The Management system does detail the lower level authorities and responsibilities based on each unique process.

Communication of new or changed processes is performed by the Process Owner, as well as ensuring that the process is understood and implemented correctly. The Process Owner is accountable for each process's adoption, use and maintenance.

2.0 Key Processes

The key business processes of the management system are Business Management, Business Development, Engineering, Project Management, and Operational Management. Support and enabling processes include Finance, IT and Security, Human Resources and Quality Assurance. Each of the key business and support and enabling processes is described below in the following sections.

2.1 Business Management Process

It is the responsibility of the Chief Executive Officer (CEO) and his Senior Leadership Team (SLT) to identify the vision, direction and goals of the Company and to communicate these to staff. The SLT will lead, inspire and support their staff and promote excellence as the best way to achieve our objectives and report on progress.

The CEO oversees the development of the business plan for the Company. The plan is based on a shared understanding within the DigiPlex SLT of the critical areas of business strategy, the balance between commercial return and prudent risk-taking and the limits and boundaries beyond which risk is deemed unacceptable.

Once the business plan has been finalised, a commitment by each department is made to the achievement of the overall strategy. The business plan is regularly subjected to constructive challenge and examination to ensure it remains resilient and achievable.

In order to support management decisions and inform discussions with customers and other principal stakeholders, performance against strategic and operational targets is measured. The application of these performance measures provides a focus on what is important and provides the fundamentals for informed decision making.

The CEO chairs a Management Meeting made up of members of the Senior Leadership Team as well as invited managers when required. The purpose of the meeting is to maximise the self-management of the business enabling the SLT to manage as a team, rather than just as individuals. The Company has an established auditors; their role being to ensure that the business has appropriate procedures to manage the risks to which the Company may be exposed.

Process inputs:

- Business Plan
- Financial, risk and corporate governance
- Strategic marketing overview
- Financial reports
- Health & safety and quality reports
- Legal and regulatory requirements
- Management System requirements

Process Outputs:

- Strategic business plan
- Action plans from board meetings (Minutes)
- Policy and objectives
- KPI's
- Risk Register and Plans

Documentation:

Code of Business Principles	MAN-POL-01-00-DGS
Strategic Planning and Development	MAN-PROC-01-00-DGS
Stakeholder and Interested Parties Relationship Management	MAN-PROC-02-00-DGS
Strategic Risk Management	MAN-PROC-03-00-DGS
Legal Register Process	MAN-PROC-04-00-DGS
Policy Development and Deployment Process	MAN-PROC-05-00-DGS
Objective - Target Setting and Review	MAN-PROC-06-00-DGS
Management Review Process	MAN-PROC-07-00-DGS
Organisation Change Management	MAN-PROC-08-00-DGS
Customer Engagement	MAN-PROC-09-00-DGS
Employee Engagement	MAN-PROC-10-00-DGS
EFQM Self-Assessment	MAN-PROC-11-00-DGS

2.2 Sales

The Sales processes include controls for the identification, tracking, development and closing contract opportunities. These controls are to ensure that the opportunities are properly researched and properly resourced, and reviewed and that the service offered by DigiPlex is fit for purpose.

When developing services and processes, the Business Development function are to ensure that DigiPlex is capable of considering their basic performance expected by Customers and other interested parties.

PROCESS INPUTS:

- Requests for Quotation
- Invitation to Tender
- Statutory and Regulatory Requirements
- Policies and Objectives
- Management System requirements

Process Outputs:

- Service and / or process specifications
- Proposal Sign-off
- Proposals
- Signed Contracts

Documentation:

Sales Process	SAL-PROC-01-00-DGS
Key Account Management	SAL-PROC-02-00-DGS
Amendment to Signed Service Agreement	SAL-PROC-03-00-DGS

2.3 Project Management Process

Project Management processes and controls define the acceptable level of quality, which is typically agreed by the customer, and describes how the project will ensure this level of quality in its deliverables and work processes. This ensure that:

- Products are built to meet agreed- upon standards and requirements
- Work processes are performed efficiently and as documented
- Non-conformances found are identified and appropriate corrective action is taken

Project Managers liaise with relevant managers to determine customer, statutory and regulatory requirements and review these against the requirements related to the contract. The review is conducted before acceptance of an order or order amendment.

PROCESS INPUTS:

- Specification Design
- Statutory and Regulatory Requirements
- Policies and Objectives
- Management System requirements

Process Outputs:

- Built to Speciation
- Test Results
- Handover
- Training
- O&M Manuals
- Signed Contracts

Documentation:

Projects Initiated by Ops Infrastructure Demands	PRO-PROC-01-00-DGS
Projects Initiated by Sales Design Pre Contract Stage	PRO-PROC-02-00-DGS
Projects from Sales Design, Development & Procurement	PRO-PROC-03-00-DGS
Preparation to Commence Work	PRO-PROC-04-00-DGS
Execution of the Works and Record Keeping	PRO-PROC-05-00-DGS
• Performance Testing and Commissioning	PRO-PROC-05-01-DGS
• Outstanding Works and Defect Correction	PRO-PROC-05-02-DGS
• Compile Documentation and Handover to OPS-Client	PRO-PROC-05-03-DGS
• Capex Valuations and Payment Authorisation	PRO-PROC-05-05-DGS
Post Project Review	PRO-PROC-06-00-DGS

2.4 Operations Management Process

Operational processes and controls are defined, developed and applied in a standardised way at Site level. Their objective is to support the delivery of services to ensure that specified requirements are met, demonstrate contractual and legal compliance, and achieve customer satisfaction. Senior Managers provide technical and commercial support to Site Managers in the delivery of services.

A Third Party Hosted Computerised Maintenance Management System (CMMS) system controls and monitors site operation and maintenance activity and links to a centralised SQL database. The system is used to:

1. Issue the PPM task instructions. These instructions are issued sufficiently in advance of the required completion date of the task.
2. Issue any reactive maintenance task instructions, indicating the category of prioritisation.
3. Monitor and report on the specific service level measurement process, including monitoring operative efficiency.
4. Issue corrective work, additional work and project work instructions (all using the Reactive Work Instruction (RWI) template)
5. Control any helpdesk functions.

Change Management Process

Our clients depend upon us to deliver a service that provides a secure, humidity and temperature controlled environment, with robust diverse power supplies. Protection of the environment is therefore a key operational function. The Service Change Management process is designed to protect the service environment by ensuring that any activities that have the potential to affect that environment are risk mitigated before Approval is granted and are reviewed once completed to identify any lessons that might be learned.

Process inputs:

- Contracted customer requirements
- Statutory and regulatory requirements
- Service Level Agreements
- O&M Manuals
- Risk Assessments
- Reactive Maintenance
- Planned Maintenance

Process Outputs:

- SLAs
- Customer Meeting (minutes)
- Performance statistics
- Improvement actions Work Instructions Maintenance completed on Time
- Equipment Records
- % Uptime

Documentation:

Group Operations and Maintenance Manuals	OPS-MAN-01-00-DGS
Establishing and Maintaining SOP & EOP	OPS-PROC-02-00-DGS
Customer Module Acceptance	OPS-PROC-03-00-DGS
Delivery of AVS Products	OPS-PROC-04-00-DGS
Change Management	OPS-PROC-05-00-DGS
Incident Management	OPS-PROC-06-00-DGS
Problem Management	OPS-PROC-07-00-DGS

2.5 Quality Management Process

The DigiPlex management system is managed, monitored, evaluated and co-ordinated by the Compliance & Assurance Director. The Compliance & Assurance Director reports to the SLT on matters pertaining to the management system.

Planning focuses on defining the processes needed to meet DigiPlex's objectives and business requirements consistent with the Company's business strategy, goals and targets. The sequence and interaction of the processes and the criteria and methods needed for the effective operation and control of them is subject to regular review with the various process owners.

This Management plan and process and procedures produced internally are controlled and distributed by the Quality & Compliance Manager. Other documentation required by the management system is identified and controlled by process owners.

Process owners hold records generated through the use of the quality management system including those needed to provide evidence of conformity to requirements.

The Quality & Compliance Manager maintains records relating to the effective operation of the quality system.

The infrastructure in terms of buildings, workspace, work environment, and associated utilities is managed and maintained by the Head of Operations. The aim is to provide a work environment that has a positive influence on the wellbeing of our staff

Independent assessment of this Plan and processes and activities is achieved through the internal audit process. This process is used to obtain objective evidence that the requirements of the management system have been met. Improvement actions are taken in response to internal audit results.

The quality management process includes the management of reports of nonconformities and the instigation and monitoring of corrective actions, to eliminate the cause of nonconformities in order to prevent recurrence, and preventive actions to mitigate loss.

Process inputs:

- Policy and objectives
- Customer requirements/complaints
- Needs and expectations of business units
- Statutory and regulatory requirements
- International and national standards
- Performance data
- Incident/ Accident events
- Plant and equipment maintenance schedules
- Audit plans

Process Outputs:

- Process improvement plans
- System documentation needs
- Resource needs
- Skills and knowledge needs
- Quality system records
- Suitable infrastructure and work environment
- Process performance data
- Corrective and preventive actions
- Data for management review

Documentation:

Control of Documented Data	QA-PROC-01-00-DGS
Control of Records	QA-PROC-02-00-DGS
Management Systems Auditing Process	QA-PROC-03-00-DGS
Internal Audits Process	QA-PROC-04-00-DGS
External Audits Process	QA-PROC-05-00-DGS
Control of Non-Conformance and Corrective Action	QA-PROC-06-00-DGS

2.6 Human Resource Process

The management of people in DigiPlex is focused on the creation, development and leadership of highly engaged and competent teams linked with an integrated approach to change management. The human resource management process aims to ensure that teams have relevant and up to date skills for the work they are doing; work well together; effectively

manage change and demonstrate DigiPlex's culture and values in their dealings with customers, interested parties and with each other.

The human resource management process addresses the following areas:

Leadership – find, develop, retain, engage and sustain current and future leaders both from within and from outside of the company covering:

- Identification, selection, security clearance and recruitment of competent staff as required
- Staff induction and orientation, including the DigiPlex values
- Planning and delivery of staff/management development and general technical training
- Succession planning for critical posts including personal development planning for key staff at all levels
- Delivery of a leadership team development plan at all levels.

People – manage people to ensure that DigiPlex has the appropriate pools of talent for its various needs and in particular in the areas of most valuable and critical business impact covering:
- Professional handling and resolution of disciplinary and grievance issues
- Staff communication, consultation and engagement. Providing feedback, through performance appraisal systems
- Rewarding people appropriately for their work, checked regularly against market conditions internally and externally
- Safe storage, regular updating personal and confidential information relating to each employee of the company.

Culture – demonstrate commitment to maintaining and strengthening the DigiPlex values to all interested parties as a driving force within the business covering:

- Creation of and delivery of periodic staff surveys on values
- Staff welfare, including provision of occupational health support in times of need
- Leaders as role models for the cultural core principles

Change Management – train, educate and develop people in the ability to deliver change covering:

- Regular assessment of their key stakeholder audiences via opinion surveys and response to any issues identified
- Creation, implementation and regular review of their own change management plans to build organisational capability
- Training, education and development of their people to deliver change

The policies, processes and controls that are associated with the above comply with statutory and regulatory requirements.

Process inputs:

- Site strategies
- Recruitment requests
- Staff issues
- Staff appraisals
- Training requirements
- Staff surveys
- Requests for support
- Customer surveys

Process Outputs:

- Effective staff
- Staff development plans
- Succession plans
- Staff communication
- Reward systems
- Disciplinary action
- Staff records
- Succession Plans

Documentation:

HR Procedures   HR-PROC-01-00-DGS

2.7 Finance Process

The finance process includes the deployment, control and monitoring of current and future financial aspects of the business. Financial systems and procedures are developed around the DigiPlex accounting policies and requirements. The control system is focussed on the following principal areas and defines processes for the measurement and control of all transactions and balances in these areas:

- Business plans, encompassing future profit, balance sheet and cash flow forecasts for a three period
- Profit and loss account
- Balance sheet
- Cash flow analysis.

More specifically, the financial management system includes processes for:

Financial planning and management:

Delegation of financial authorities
- Timely and accurate production and review of the annual and business plans, including both qualitative and quantitative inputs.
- Monthly review against forecast and budgets, profitability, overhead expenditure, interest costs/income, cash flows and assets and liabilities on the balance sheet

Cash control:

- Efficient and timely preparation of invoices and collection of amounts owed to the company
- Control of payments to suppliers, contractors and other company creditors
- A system for the control of the cash or overdraft position of the business for the reconciliation of inter-company accounts on a monthly basis
- The control of the accrual of all sales and costs in the company's accounts in the period to which they relate

Payroll:

- The payment of monthly payroll deductions to the appropriate authorities on a timely basis
- The reimbursement of car mileage and other expenses incurred by employees directly in the course of business activities

Reporting:

- Monthly reporting of variances of actual expenditure against budget
- Monthly and quarterly financial reports and other specialist management reports which may be required from time to time

Process inputs:

DigiPlex accounting policies
Financial authorities
DigiPlex strategies
DigiPlex Reports

Process Outputs:

Business plans
Profit and loss accounts
Balance sheets
Cash flow analysis
Financial authorities
Reimbursement of expenses
Payroll Statistics
Financial Reports
Budgets

Documentation:

Purchaser Order & Invoice Approval Policy	FIN-POL-01-00-DGS
Purchasing Procedure	FIN-PROC-01-00-DGS
Selection of New Suppliers	FIN-PROC-02-00-DGS
Tender Process In Procurement	FIN-PROC-03-00-DGS
Procurement of Site Equipment	FIN-PROC-04-00-DGS
Evaluation of Critical Suppliers	FIN-PROC-05-00-DGS

2.8 Security Process
The management of access is effected via a combination of paper processes, a database and the card reader and door lock access control hardware.

During establishment of new Customer Agreement, specimen signatures of those with authority to approve access to customer modules are established. If customers need to vary this, new specimen signatures and declarations are obtained.
Prospective access card holders are required to complete an access card application form for themselves, this is then validated and signed by one of those customers with authority to approve access to customer modules. The completed form is then returned to reception for processing.

Completed applications are checked for completeness and accordance with the specimen signatures held. The prospective access card holders' details are entered on the AIMS database, and access levels are set in accordance with those indicated on the access card application form. Customers are asked to allow two working days for this process.

Prospective access card holders are required to collect their access cards in person when valid photographic ID must be shown. A photograph of the card holder will be taken for to

complete the database record. A new key card will be printed complete with a photograph and will be activated on the AIMS database.

Card holders must read and sign a copy of the rules of use related to holding an access card.

Card holders are required to display their cards whilst in the facility.

2.9 Health and Safety Management

The SLT of DigiPlex are ultimately responsible for health and safety throughout the Group and for ensuring the effective implementation of the health and safety policy. At all levels throughout DigiPlex all applicable health and safety laws and approved codes of practice must be complied with. The health and safety of the customer, members of the public, the workforce, and anyone else shall be safeguarded.

Digiplex and maintains its own health and safety management system that is documented in a health and safety manual containing policy and procedures. The health and safety manual is tailored to the environment in which the division operates. See **HS-MAN-01-00-DGS Health and Safety Manual**

Were elected a health and safety representative is responsible for monitoring the effectiveness of the health and safety management system. This includes ensuring that periodic safety audits are performed to determine the degree of compliance with health and safety legislation and that serious incidents are reported immediately, investigated and recommendations implemented.

All accidents and dangerous occurrences including "near misses" are reported on a quarterly basis.

Training is given to ensure that all staff have adequate knowledge and techniques to safeguard their health and safety and that of others around them. There is a need for all staff to be retrained at regular intervals to ensure that they have up to date knowledge of changes in health and safety legislation and the latest techniques. The training can take the form of "on the job" training, specialised external courses, or company produced courses.

2.10 Information Security Management

The business is responsible for operating processes and controls to assure the application of the DigiPlex's policy on the use of information systems. This policy covers the use of company-owned or operated stand-alone computer systems, networked computers and computer software whether at company premises or elsewhere and the use of the Internet, company intranets and e-mail services. It is the responsibility of management to ensure that information systems are used in accordance with suppliers' licence agreements, for appropriate and legal purposes and that information handled and processed by such systems is adequately protected

Information is an asset, it has a value to DigiPlex and consequently needs to be suitably protected. The level of security measures required depend on an assessment of the threats to assets; an evaluation of the likelihood of occurrence and an estimate of the potential impact. The objectives of the information security system are to:
- ensure that information is accessible only to those authorised to have access
- safeguard the accuracy and completeness of information and processing methods

- ensure that authorised users have access to information and associated assets when required.

Information security controls include:
- the management of intellectual property rights
- compliance with legal, statutory, regulatory and contractual requirements
- safeguarding of organisational records
- data protection and privacy of personal information
- detailed security policies
- allocation of information security responsibilities
- information security education and training
- reporting security incidents
- business continuity management
- prevention and detection of viruses and other malicious software.

Information security systems are reviewed in response to any changes affecting the basis of the original risk assessment and confirm the systems effectiveness.

See **IT-MAN-01-00-DGS Information Security Manual**

2.11 Environmental Management

As members of a caring company we are all responsible for the effects we have on the environment. Each Operating Site is responsible for developing management systems to meet the requirements of the Group environmental policy and Manual and ensure that it complies with any relevant statutory or regulatory requirements.

It is recognised that the activities of some of our locations will result in little or no environmental impact while the nature and scale of services provided by others may produce emissions, effluents and wastes having significant environmental impacts.

It is necessary for each Operating Site to understand the environmental risks/impact associated with their business activities. Each Site undertakes a regular review of its business and activities and record any significant findings. The review covers four key areas:
- legislative and regulatory requirements
- an identification of significant environmental aspects (inputs and outputs from activities eg materials, energy, emissions, effluents and wastes)
- an examination of all existing environmental management practices and procedures
- an evaluation of feedback from the investigation of previous incidents.

See **IT-MAN-01-00-DGS Information Security Manual**

3.0 System Documentation

The Management System documentation comprises of this Management Plan, Management Procedures and Objectives, procedures, which set out the common work practises that apply to all areas within the Company and Department / Site Specific requirements including Operational Manuals.

MANAGEMENT PLAN
PROCESS PROCEDURES
DEPARTMENT PROCESSES
OPERATION MANUALS, CONTRACT OR SITE SPECIFIC INSTRUCTIONS

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