

**For Fire Safety, it is essential that we keep a neat, orderly, and ‘combustible free’ working environment for all customers, vendors and employees**

Janitorial staff will clean shared areas as necessary. Once a quarter, private cage customers may request a no charge cleaning of their private cage floor; a representative of the customer must be present. To request additional cleaning, customers may open a Smart Hands service request through the Datang Gaohong Customer Portal <https://customerportal.gaohongidc.cn/>.

**PLEASE REVIEW OUR CAGE CLEANLINESS POLICY HIGHLIGHTED BELOW:**



**DO:**

- Deposit litter in designated trash receptacles or in appropriate locations outside the data center.
- Includes any boxes, packing materials and plastics left from your equipment installation. All of these items may be brought to the Operations staff and we will dispose of them for you.



**DO NOT:**

- Store or leave any loose items (including Equipment) inside or outside of the Customer’s Licensed Space. If Customer leaves any loose items inside or outside of the Customer’s Licensed Space, Datang Gaohong will notify the Customer. If the Customer fails to remove or to secure such items within twenty-four (24) hours of such notice, Datang Gaohong may, in addition to any other remedies, remove such items and charge Smart Hands rates for such removal.
- If Datang Gaohong removes items, data center staff will temporarily store items in a safe place for ten (10) days. If the items are empty cartons or packaging, Datang Gaohong may discard such items instead of storing them.
- If the Customer fails to retrieve items stored by Datang Gaohong during the ten (10) day period, the items will, at Datang Gaohong’s sole discretion, either become the property of Datang Gaohong or be discarded by Datang Gaohong at the Customer’s expense.
- Block any exit route or aisle that would create a fire hazard.