

# DATA CENTER – INFRASTRUCTURE AND PROCEDURES

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## REVIEWS

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## 1 INTRODUCTION

The B3 Co-location service consists of making physical space and datacenter infrastructure available to members of the financial ecosystem related to the markets managed by B3. Through this infrastructure it is possible to access B3's trading and post-trading environments.

The B3 Co-location Service offers the contracting institution the lowest latency of network infrastructure for electronic trading at B3, as its equipment will be physically installed on the same network infrastructure as the electronic trading platform.

This manual aims to describe the best practices for accessing, operating, and using the B3 Co-location services, guiding current and future customers.

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## 2 ACCESS TO THE ENVIROMENT

Below are guidelines for requesting access to the B3 data center environment.

### 2.1 HOW TO REQUEST ACCESS TO THE ENVIROMENT

The best and quickest way to request access to the Co-location environment is by sending an email to [colocation@b3.com.br](mailto:colocation@b3.com.br). In this email, it is important to include the date, time, sender's name as well as a brief description of the reason for the access request.

Contractors for B3 Co-location Services also gain exclusive access to telephone numbers for the smart hands technical team to expedite emergency requests and problem escalations. It should be noted that, in any case, the order will be registered in the B3 systems and its description will be validated by the customer, even if after the emergency service requested by phone. The contact number for the demands of the Co-location is + 55 11 2565-5140.

It is recommended that activities be requested in advance for better execution planning, and availability for service is controlled according to the reception of demands and due to criticality. Recalling that we have an SLA to meet all demands, whether normal or critical.

### 2.2 ACCESS 24x7

The Co-location environment is prepared to perform any of the activities listed in this manual for 24 hours a day, seven days a week. Later in this manual, you can find guidelines for doing so.

### 2.3 REQUESTING ACCESS ON WORKING DAYS

During the working days, the contingent of resources made available by B3 is possibly greater. Consequently, the capacity and speed in meeting demands may be greater than those observed outside this period. We emphasize that it is

recommended that customers always seek, when possible, to request activities on working days.

## 2.4 REQUESTING ACCESS ON WEEKENDS AND HOLIDAYS

Requests for access releases on weekends and holidays are managed through a scheduling control system, to avoid overloading activities, as well as possible impacts on the time taken to respond to requests.

For this reason, we recommend that requests for access on weekends be sent as early as possible.

## 2.5 ACCESS TO CRITIC ENVIROMENTS

Access to the Telecommunication Rooms must be requested by sending an e-mail to the address [colocation@b3.com.br](mailto:colocation@b3.com.br). In this email it is important to include the date, time, name of the person in charge and the person (s) who will perform the access, as well as a brief description of the reason for the request.

It should be noted that access to the Telecommunication Rooms is normally allowed from 9:30 pm on the current day, with a limit at 5:00 am on the following day.

Accesses during the day are released for incident handling with an impact on the performance of the client's operation after the evaluation and approval of the board.

Technical activities will need to follow the following steps:

1. The team / third company that will perform technical activities must send a list of employees with name and RG, ASOs (Occupational Health Certificate) updated (valid for 1 year) and, if necessary for the type of activity to be performed, the certificates of NR-10 (electricity), NR-33 confined space and NR-35 (work at Height), in addition to PT (Work Permit - when it involves work at height, electricity or confined space), duly filled in with the data of the activities to be performed;

2. The documents mentioned above must be validated by the B3 Occupational Safety Technician;
3. Only after validation of these documents, will the date for participation in the Workplace Safety Integration be confirmed;
4. After participating in the integration, employees will be able to start their activities according to the scope previously informed.

### 3 REQUESTING ACTIVITIES

Below are guidelines for requesting activities to be carried out in the environment.

#### 3.1 REQUESTING ACTIVITIES TO THE SMART HANDS TEAM

Requests for activities to the Smart Hands team should be made by sending an email to [colocation@b3.com.br](mailto:colocation@b3.com.br). In this email, it is important to include the date and time for the activity, the equipment (brand, model and serial), if applicable, as well as a brief description of the activity and any observations on the execution and validation. In addition, the smart hands team can also be reached by calling + 55 11 2565-5140

Contractors for B3 Co-location Services also have exclusive access to telephone numbers for the smart hands technical team, as a way to expedite emergency requests and problem escalations. It is worth mentioning that in any case, the order will be registered in the B3 systems and its description will be validated by the customer, even if after the emergency service.

#### 3.2 REQUESTING ACTIVITIES TO THE CONTRACTING PARTY'S RESOURCES

An email should be sent to the address [colocation@b3.com.br](mailto:colocation@b3.com.br) informing the necessity of the execution of an activity by a resource of the requester. The email must contain the full name of the resource, date, time and a description of the

activity. B3 reserves the right to request, if necessary, additional details of the activities.

### **3.3 REQUESTING ACTIVITIES TO THIRD PARTIES**

If the contractors for Co-location B3 services wish to indicate other companies to carry out activities in their respective accommodation units, the contractor must send, by e-mail, a request for carrying out the activity to the address [colocation@b3.com.br](mailto:colocation@b3.com.br) informing the need for an activity to be performed by a third party. The email must contain the name of the company, the full name of the resources, date, time and description about the activity.

## **4 LOGISTICS AND STORAGE**

Below are some guidelines regarding the logistics and storage of equipment in the B3 data center.

### **4.1 RECEIPT OF MATERIALS**

Whenever it is necessary to send materials to the Co-location environment, the Co-location services contractor must send an e-mail to [colocation@b3.com.br](mailto:colocation@b3.com.br). In this email it is important to include the date and time foreseen for the delivery and inform the brand, model and serial code of the materials, as well as a brief description of their characteristics.

In order to streamline the process of release of receipt of materials in the verification of the B3 datacenter ordinance, it is important that the invoice or transport declaration is (are) present (s).

### **4.2 STORAGE OF MATERIALS**

Upon receipt, the materials will be stored in the Co-location logistics environment (exclusive space for customers) while waiting for installation.



The space will remain available for up to 5 working days, during which the customer must move to the rack. B3 reserves the right to charge additional hosting services in the event that the customer exceeds the term granted.

## 4.3 INTERNAL MATERIAL LOGISTIC

It will be possible to send orders by email to [colocation@b3.com.br](mailto:colocation@b3.com.br) requesting the movement of equipment from the logistics environment to the Co-location environment, as well as from the Co-location environment to the logistics environment.

It is important to include in the order the date and time foreseen for carrying out the activity, as well as the description of the materials including the make, model and serial code.

## 4.4 RETURN OF MATERIALS

As soon as the material is available in the logistics environment, a transport declaration will be made by B3, which will include the brand, model, serial code and the approximate value of the material (which will be informed by the customer). Thus, on the date and time informed, the material will be removed from B3 and sent to the destination as informed by the customer in the return request for the material sent by e-mail.

## 5 EXECUTION OF REQUESTS

Below are some guidelines regarding the logistics and storage of equipment in the B3 data center.

### 5.1 EXECUTION BY SMART HANDS TEAM

If the activity is carried out by the B3 Smart Hands team, it is recommended that, for each request made, the customer provide the contact of the resource that will validate the activity.

## 5.2 EXECUTION BY CONTRACTING PARTY RESOURCE AND/OR THIRD PARTIES

All activities that will be performed by the client's own resources or third parties in the Co-location environment, must be requested through the email [colocation@b3.com.br](mailto:colocation@b3.com.br) and must contain the date, time, brand, model and serial of the equipment, as well as like, a brief description of how the activity should be performed and validated.

B3 recommends that for each request the customer provides the contact of the resource that will validate the activity.

## 6 CLEANING AND ORGANIZATION

The space contractor in the B3 data center must keep the rack free of plastic and paper packaging, as well as any flammable material.

In addition, B3 recommends that the contractor maintain the installation and organization of its equipment according to the 19" rack standard, as well as the organization of cabling, materials and accessories.

It is important to emphasize that the cleaning and organization of common spaces must follow the information available in the building environment, through information boards.

## 7 PREMISES AND RESTRICTIONS

The following Assumptions and Restrictions must be obeyed in the cage inside the B3 Data Hall:

- The contractor can take advantage of the following basic infrastructure resources: lighting, air conditioning; raised floor; console;

- The contractor may have access to the cage twenty-four (24) hours a day, seven (7) days a week, by opening a technical visit on the respective portal, as mentioned in the Best Practices Manual;
- Access to the cage will only be allowed to the contractor's legal representatives, the technician responsible and the persons authorized by them, as long as previously registered with B3 and duly identified;
- Access to the cage will be done with a B3 agent. Visitors will identify themselves at the reception of the Data Center, and after this stage, they will receive the keys to the authorized racks.

## 8 ADDITIONAL INFORMATION

### 8.1 ADDRESS

R. Ricardo Prudente de Aquino,85. Santana de Parnaíba – SP

Zip Code 06543-004 – Brasil

### 8.2 ELETRICAL POWER

The Co-location area is supported by dualized nobreaks and a generator set system and has an uninterrupted supply of electricity with a voltage of 208 V.

B3 determines that all customers, without exception, use equipment with dual sources to ensure the continuity of power supply to the equipment in the event of maintenance (planned or emergency) or eventual failures. If the customer chooses to use equipment with only one power supply, he will assume all and any responsibility in case of unavailability.

In addition, B3 recommends that the customer evaluates, on a recurring basis, the electrical load balancing by capacity of each source. In this way, in case of unavailability of an electrical supply, it is possible to prevent overload in one of the sources and automatic shutdown of the equipment.

## 8.3 COOLING

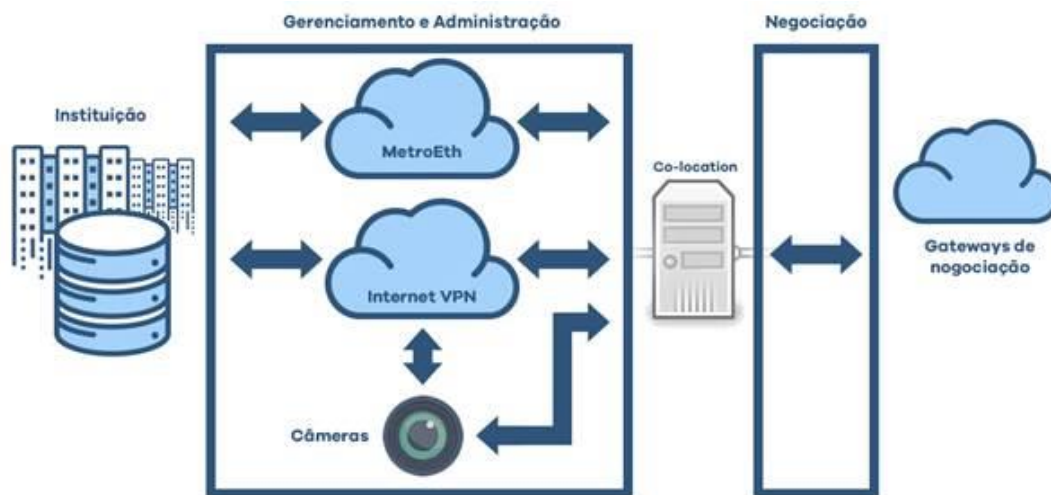
The Co-location area has a humidity control system and a dual cooling system, with uninterrupted supply of air conditioning.

## 8.4 FIRE PREVENTION

The Co-location space has a Vesda smoke detection system (very Early smoke detection apparatus) and an Inergen gas fire extinguishing system.

## 8.5 EQUIPMENT MONITORING

The entire infrastructure (platforms) provided by B3 of its network assets (connection limits) is monitored in real time through the infrastructure availability management platform and the application management platform.



The management and monitoring of the infrastructure of the institution contracting the Co-location Service are your responsibility and can be done through remote administration accesses.

Any anomalous behavior detected by B3's security management platforms or service teams may result in the temporary suspension of access to B3's technological infrastructure until the incident is mitigated at the institution.

## 8.6 PHYSICAL SECURITY

- Physical access controlled by a biometric system and permanently monitored by B3 technicians.
- Monitoring by video system with continuous recording and retention of recordings for a period of seven days.
- A security camera is provided for each sales unit.
- Equipment identification system that guarantees the participant's privacy / anonymity.
- Staging and Co-location areas isolated from each other and in relation to other B3 facilities.

## 8.7 PHYSICAL ACCESS TO THE STAGING AND CO-LOCATION AREA

To access the Co-location and Staging areas (external area of the Co-location space for the configuration and repair of equipment before hosting the contracted racks), the contractor must schedule the visit in advance by email [colocation@b3.com.br](mailto:colocation@b3.com.br), or through the portal and get confirmation from B3. Visits to the Co-location area will be accompanied by B3 technicians throughout the visitor's stay in the area.

- Technical visits to solve incidents: at any time (24 hours, seven days a week), except for periods of infrastructure maintenance reserved by B3.
- Visits for physical movement of equipment: must be requested via e-mail by the contractor and confirmed by B3. It is mandatory to describe the date and time to move the equipment. In the case of technical activities carried out by third parties hired by the Co-location Service contractor, the e-mail with the request must contain authorization to carry out the movement as well as the identification of the technicians who will perform the service.
- For maintenance that requires risky activities, technicians must prove technical certification for this and use the necessary PPE.

Infrastructure maintenance by B3 in the Co-location environment in Santana de Parnaíba will be previously informed to all contractors.

It is important that the Co-location contractor keeps their registration data, such as email and phone, up to date, so that B3 can send the infrastructure maintenance notices.

Information about our services and respective values, please consult the commercial policy available at: [http://www.b3.com.br/en\\_us/solutions/hosting-colocation/data-center/data-center/co-location-at-spa.htm](http://www.b3.com.br/en_us/solutions/hosting-colocation/data-center/data-center/co-location-at-spa.htm).