



CHARTER

Swiss Data Center Association – SDCA

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1 Introduction

SDCA is the Swiss data centers umbrella association. SDCA represents the interest of the members, in particular of data centers, towards political authorities and increases their exposure with marketing and promotion. The association fosters exchange with the scientific community. Furthermore, the exchange of expertise with other members is highly stimulated.

This charter describe the principles and commitments of the members, in order to guarantee to their customer a high level of quality and sustainability and describe also companies willing to support the SDCA activities, not as members but as SDCA Supporters.

2 Qualifications for membership

Only companies meeting the following criteria may apply for membership of the SDCA:

- A commercial corporation under Swiss law having an office in Switzerland
- Entities in the following fields of activity
 - **Data centers** located in Switzerland
 - **Hosting providers** with data center facilities located in Switzerland
 - **Integrators and managed services companies** active with the member data centers or hosting providers
 - **Third-level education and research institutions**

A member may operate in several sectors of activity (for example: hosting, integration and managed services). In such a case, the member is subject to all obligations relative to the different fields of activity in which they operate, such as defined hereinafter.

3 Types of memberships

SDCA has three different types of membership.

The SDCA committee shall decide on the membership applications in accordance with the procedure defined by the statutes.

3.1 SDCA Member

The following entities can apply for membership as official member:

- **Data centers** located in Switzerland
- **Hosting providers** with facilities located in Switzerland

3.2 SDCA Partner

Companies that are experts in the data center field, and having activities related to the SDCA members, may apply for the status of authorized partner.

3.3 SDCA Associate Member

Third-level education institutions, research centers as well as training centers may apply for membership as associate members if their activities are related to the fields of activity of SDCA.

4 Platinum Status

Members and partners can obtain Platinum status by paying additional fees.

Platinum status confers benefits that are described in the document "SDCA Platinum Status".

Members and Partners who opt for Platinum status are referred to as "Platinum Member" and "Platinum Partner".

The exclusivity of Platinum status is limited to a maximum of 10 companies

5 Commitments for SDCA members

SDCA members commit to adhere to the following rules:

- To support the development of the data center community in Switzerland
- To provide services in the data center field in accordance with best practice as formalized by professional regulations and applicable laws in Switzerland
- To supply a high-quality service in compliance with the highest market standards
- To ensure that the technologies and configurations used by the SDCA members are at the cutting edge of technology advances and constitute best practice relating to security and processing of digital data
- To foster partnerships with other SDCA members
- To follow the rules of the SDCA statutes and charter
- To accept an audit every two years by SDCA members or by an ad hoc independent commission in order to ensure the Charter is complied with

5.1 Commitments for SDCA Official Members

SDCA members of the type "Official Member" (**Data centers** located in Switzerland and **Hosting providers** with facilities located in Switzerland) commit to adhere to the following rules:

- To respect the European standard EN 50600-1:2012, *Availability Classification 2* and the requirements related to HVAC infrastructures (heating, ventilation, air-conditioning, sanitary and electricity)
- Adhere to **level tier III** Uptime Institute (as long as they do not interfere with Swiss legislation), or similar standards as a minimum standard
- To have a 24/7 organization for their customers
- To answer the requests of their customers within 24 working hours
- To guarantee access to their center 24/7
- Renting space, racks or rack space in their premises
- In the absence of instructions from the client to transfer the data abroad, to store the data on Swiss territory exclusively, including all derived data relative to the SDCA clients (such as log files, tickets, client lists, invoices etc.)
- Supplying an environment suitable for the operation of electronic devices (electricity, air conditioning)
- Physical protection of the premises (against fire, water, intrusion etc.) including automatic alert and alarm systems as well as an appropriate monitoring system.
- To comply with ISO 27001: 2013; the information security standard
- Guarantee that the provisions of the Federal Act on Data Protection (235.1 FADP) are fully complied



- To comply with current Swiss laws and not to host illegal content or data under the law applicable in Switzerland. *Illicit content* means the contents that infringe the rights of third parties, including immaterial rights in the broadest sense (e.g. copyright or trademark rights) and rights of personality, or that infringe the law (particularly in the areas of pornography, portrayal of violence, racism and defamation). To achieve this goal, the Members undertake to comply with the provisions stipulated in the Hosting Code of Conduct (HCC) of the Swiss Internet Industry Association (SIMSA)
- To take the necessary measures to protect the environment and use a minimum of energy, if possibly renewable, in order to achieve an optimum PUE, without impacting the availability of the service provided
- To ensure that all warning, alarm and monitoring devices are fully operational for the monitoring of the center and its energy devices and conservation of the environment
- Specifically for Hosting Providers; guarantee the integrity and long-term preservation of the data,
- Specifically for Hosting Providers; guarantee the security of the data.

5.2 Commitments for SDCA Partners

SDCA members of the type “Partner” (companies that are experts in the field of data center and having activities related to the SDCA members) commit to adhere to the following rules:

- To have a 24/7 organization for their customers
- To answer the requests of their customers within 24 working hours
- Support and maintenance of the services put in place.
- Service-Desk: call center for the handling and resolution of incidents and problems encountered by the clients, in the frame of a contract (or Service Level Agreement – SLA)

5.3 Commitments for SDCA Associate Members

SDCA members of the type “Associate Member” (education institutions, research centers as well as training centers if their activities are related to the fields of activity of SDCA) commit to adhere to the following rules:

- To support the members to have a platform in their institutes to present their interests
- To support the association in publishing the research results of the associate members

This Charter was unanimously approved by the committee board of the
Swiss Data Center Association – SDCA
on 21. August 2024.

Glattburgg, 21. August 2024

Sergio Milesi

President

Jean-Marc Waldmeyer

Secretary