



# YOUR SECURITY JOURNEY AT LCL DATA CENTERS

A FRIENDLY GUIDE TO OUR LCL IDENTIFIER & MANTRAP SYSTEM



**YOUR DATA CENTER.**  
RELIABLE. AVAILABLE. CONNECTED.





# WELCOME TO LCL DATA CENTERS

## YOUR DATA IS IN SAFE HANDS. AND SO ARE YOU.

We're delighted to welcome you to one of our state-of-the-art data centers. At LCL, ensuring your security and peace of mind is our top priority.

In this guide, you'll find all you need for a safe and seamless visit. Our comprehensive security measures are thorough yet straightforward, allowing you to enter with confidence and focus on what truly matters during your time with us.

Your visit takes place in a secure environment, where every detail—from entry control to infrastructure—has been designed to meet the highest security and privacy standards.

## WHY SECURITY MATTERS

Data deserves top-notch protection. That's why at LCL, we implement a layered security approach to safeguard your data, infrastructure, and peace of mind.

The LCL Identifier and Mantrap might add a moment to your visit, but they help us:

- Secure the data and equipment of our customers
- Prevent unauthorized access
- Know who is on-site in case of an emergency
- Ensure a hassle-free, safe environment

We believe security should be reassuring, not stressful. With these measures, you can expect maximum protection while enjoying a smooth visit every time.

# WELCOME

## BEFORE YOUR VISIT

Planning a visit to one of our data centers? Here's how to ensure a smooth arrival:

- What are our goals as an organisation?
- Bring your valid ID or passport (even if pre-registered). We can't grant access without it, and we're unable to accept driving licences, residence permits, or replacement documents.
- Don't bring food and drinks, as these are not allowed in the secure area.

- Bringing equipment? Use the equipment gate when entering.
- First time visiting? Please allow a little extra time for your initial registration.

**Important:**  
**As procedures may vary slightly between LCL sites, we recommend checking the details in this brochure, so you are fully informed.**

### FOR LCL BRUSSELS-NORTH & LCL BRUSSELS-WEST

When you arrive:

- Ring the entrance bell, identify yourself to security and they will open the parking gate for you.
- Proceed to the guard station with your ID or passport.
- Are you a customer of our data center? Security will verify your identity and check your access request based on information received from the LCL Service Hub (for customers) or against our internal request system (for non-customers).
- You'll receive a badge for data center access.
- First time visiting? Please register at the LCL Identifier using your badge and ID. A security officer can assist you.
- Finished for the day? Don't forget to return your badge to security before you leave.

### FOR LCL BRUSSELS-SOUTH

When you arrive:

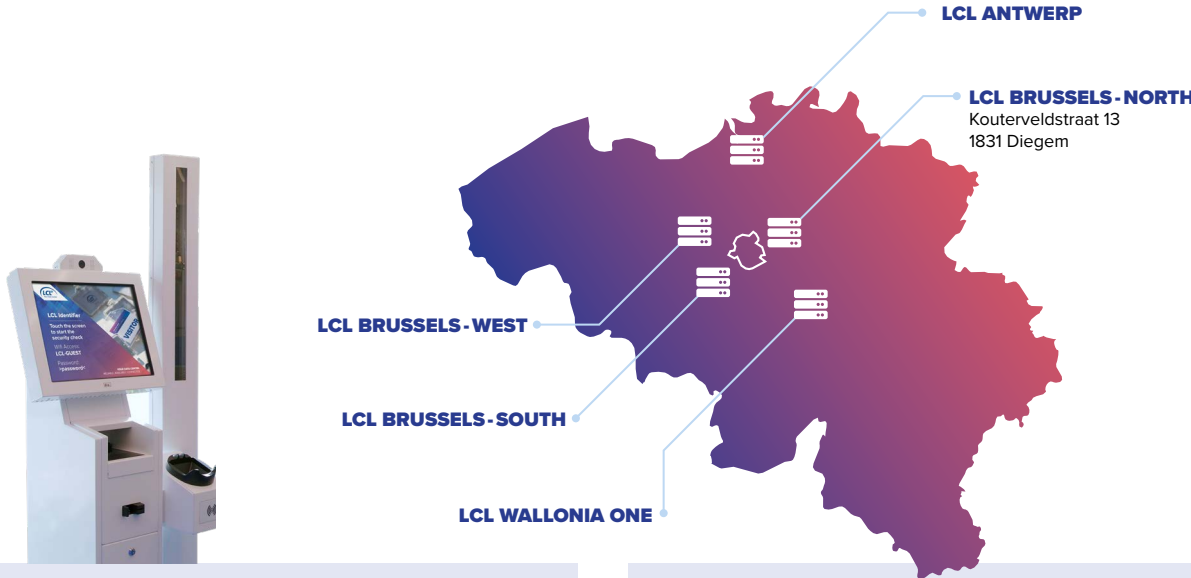
- Proceed directly to the LCL car-park barrier and enter the access code you received by email after submitting your request via the LCL Service Hub.
- Use your access code (sent via email after your LCL Service Hub request) to enter the mantrap.
- Vendors and visitors will be issued with a badge and always escorted by LCL staff.
- First time visiting? Please register at the LCL Identifier with your access code and ID before entering.

## SITE-SPECIFIC ENTRY PROCEDURES

### What to expect during your visit

Each LCL site is as unique as its visitors. Our security procedures remain consistent to protect the data of our customers, but access, parking, and registration steps may vary by location.

Below, you'll find a simple overview for each site, so you'll know exactly what to expect upon arrival. If you have any questions, our team will always be there to assist you, ensuring your visit is smooth, secure, and worry-free.



### FOR LCL WALLONIA ONE

When you arrive:

- Ring the entrance bell, and security will let you in.
- Present your ID or passport for verification at the guard station.
- Once confirmed, you'll receive your access badge.
- Security will guide you through a palm scan to activate your badge.
- Need a key to enter the cage? If you are authorised, please ask for the key at the guard station.
- Finished for the day? Don't forget to return your badge to the guard station.

### FOR LCL ANTWERP

When you arrive:

- Enter your access code at the entrance gate to access the car park, and use the same code to enter the building. Visitors will be escorted by LCL staff throughout their visit.
- First time here? Please register at the LCL Identifier using your code and ID.
- Already registered? Feel free to head straight to the mantrap for access.
- Finished your visit? Just exit through the same gate.



# ENTERING

## REGISTRATION AT THE LCL IDENTIFIER

Your data center journey starts at the LCL Identifier. It is your personal, secure check-in kiosk, available 24/7 to verify your identity quickly and safely, before entering the data center.

Checking in at the LCL Identifier takes 4 simple steps:

- 1 Step 1: Present your passport or ID**  
Touch the screen to start, then scan your valid ID or passport. For Belgian ID cards, ensure the chip is facing up. For international passports, place it in the top left corner and hold steady.
- 2 Step 2: Look at the camera**  
Look at the camera and blink naturally. Our facial recognition will match your face with your ID photo.
- 3 Step 3: Register your palm scan**  
Place your hand on the palm reader five times for optimal accuracy. Your unique palm vein pattern will serve as your secure digital signature for access control.
- 4 Step 4: All set**  
Your digital ID is now linked to your badge and access code, ensuring your future data center visits are quick and seamless.



## ENTERING THROUGH THE MANTRAP

Once you have checked in, you can access the data center through our mantrap. It is an entry system that ensures only authorized visitors can enter our facilities and a key part of keeping every visit safe and smooth.

Each badge is linked to specific access rights. You will only be able to enter areas you are authorised to visit, ensuring compartmentalised security throughout the data center.

Entering via the mantrap takes 4 simple steps:

- 1 Step 1: Press the green button**  
Locate the button on the left and give it a press to open the door.
- 2 Step 2: Step in alone**  
Enter the mantrap solo and wait patiently for the door to close behind you. Stand inside the yellow marked area, facing the blue-lit palm scanner. Try to stay still, as movement sensors might reset the process if you wiggle too much. Remaining still will ensure a quick and smooth entry.
- 3 Step 3: Enter your code**  
When prompted, either scan your badge or input your six-digit personal code.
- 4 Step 4: Scan your palm**  
Place your hand on the blue-lit palm reader to verify your identity. The light will turn green, and the door will automatically open. Welcome to our data center!





# ENTERING

## BRINGING EQUIPMENT?

Planning to bring in laptops, boxes, or other gear? Our equipment gate, conveniently located next to the mantrap, makes it easy to get your items into the data center safely.

Here's a quick guide of the equipment gate:

- 1 Step 1: Load your items**  
Use your badge or personal code to open the equipment gate, then pop your items inside.
- 2 Step 2: Close the door and enter**  
Shut the gate and follow the usual steps to access the data center via the mantrap.
- 3 Step 3: Collect your equipment**  
Once inside, use your badge or code to open the gate from the other side and grab your items.

**Good to know:**  
You might notice a 20-second delay between the doors opening and closing. Don't worry, that's just our way of keeping your gear secure during the transfer.



## VISITING WITH A GROUP?

Planning a visit with colleagues, a school group, or partners? We're here to ensure your experience is smooth and enjoyable.

For security reasons, everyone will need to register and enter the premises separately. We understand this might take a bit longer, so some of our locations feature dual mantraps to help groups move through swiftly. Our team is always on hand to assist and guide you.

### How it works for groups:

- Each person registers individually at the LCL Identifier.
- Enter the mantrap one at a time.
- At select locations, dual mantraps are available.
- Our staff is ready to help larger groups when needed.

For group visits, we advise you to arrive 30 minutes prior to your scheduled visit time, as this will make the registration process more comfortable. If you need assistance, please approach the security guards or any LCL staff on site, or call our general number on +32 2 709 70 20.

### Need a helping hand?

If you're bringing large equipment or need extra support for mobility, just let us know in advance or when you arrive. And if something doesn't go as planned after hours, or if you're unsure what to do, simply use the intercom or help button. We're here happy to help you enter comfortably and confidently at any time.



Equipment gate

EXIT THE DATA CENTER VIA THE MANTRAP

Exiting our data center is even simpler than entering. Just scan your badge or enter your code at the mantrap exit, step inside, and the door behind you will close automatically. Once it has closed, the door in front will open. No extra steps are required.

**Before you go:**  
Before you leave, please return any temporary badges **to security at the guard station for LCL Brussels-North (Diegem), LCL Brussels-West (Aalst) and LCL Wallonia-One (Gembloux), or to the LCL personnel for LCL Antwerp (Antwerp) and LCL Brussels-South (Huizingen) who accompanied you during your visit.** This ensures a secure environment and smooth operations.

FREQUENTLY ASKED QUESTIONS

**Why is security important?**  
The data of our customers deserves top-notch protection. Our security measures ensure that only authorised visitors can enter the data center, keeping critical systems safe and giving our customers peace of mind.

**Why can't we enter as a group?**  
To prevent tailgating and maintain accurate visitor records, our mantrap allows only one person at a time. This keeps every visit secure and organised.

**What happens to my personal data?**  
We take your privacy seriously. We only store essential details (name, date of birth, document number, and photo) temporarily for security. Your biometric data is converted into a secure digital code used solely for access, and all data is deleted after your access period.

**What if something goes wrong?**  
If you need assistance, just press the red button inside the mantrap or use the intercom. Our security team monitors all entrances and is ready to help.

**What if the mantrap feels slow or confusing?**  
We understand it might feel a bit slow at times, especially with groups. We're continually improving our systems to balance security and a smooth experience.

**Will I get help outside office hours?**  
Of course, our systems operate 24/7 with active monitoring. Just use the help button or intercom if you need assistance, and our team will be there for you promptly.

**Are there cameras monitoring my visit?**  
Yes. All LCL data centers are equipped with over 500 high-resolution cameras (5–8MP), covering all strategic zones. These cameras assist in incident detection, emergency support (e.g. fall detection), and verifying proper use of personal protective equipment. The footage is strictly used for security purposes.

**Where can visitors go before or after their visit?**  
The cosy area at LCL Brussels-North, LCL Brussels-West and LCL Antwerp is a welcoming space, ideal for meetings and networking as well as coffee breaks.

CONTINUOUS IMPROVEMENTS

At LCL, we are always moving forward. We value your feedback and use it to make your visits even more enjoyable while maintaining the highest security standards.

**Dual mantraps**  
We're adding these at select sites for easier group entry.

**Lighter doors & upgraded mantraps for smoother entry with equal high-level security**  
Making things more comfortable.

**Faster palm scanning**  
Exploring quicker check-ins for your convenience.

**Regular maintenance**  
Ensuring our systems are reliable and ready to serve you.

**Clear signage & guidance**  
Making every step of your visit straightforward.

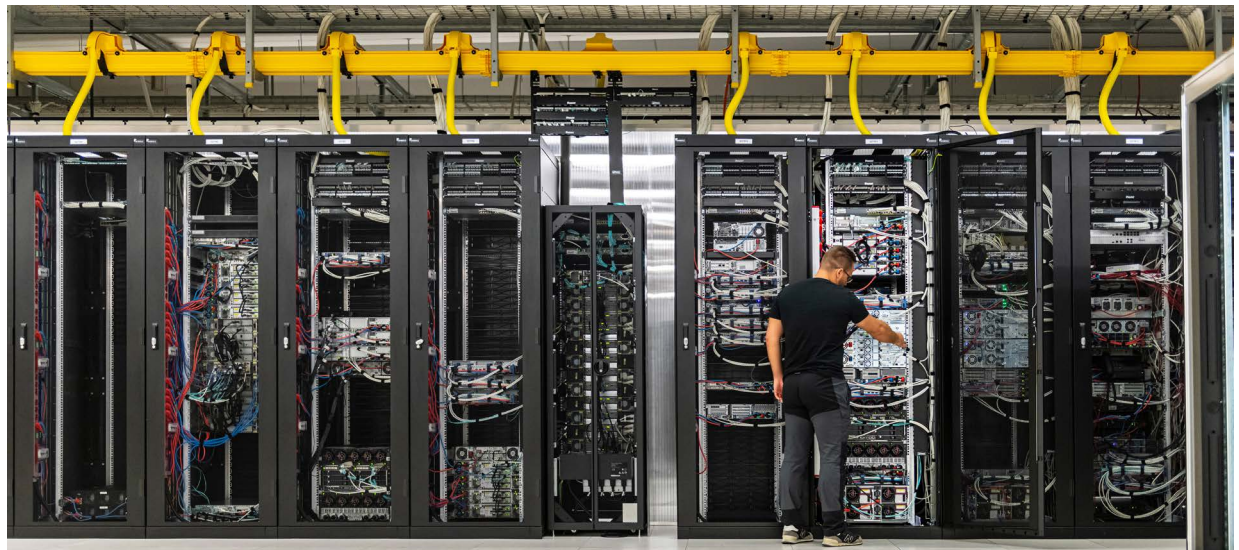
We're dedicated to making your experience at LCL secure, easy, and efficient, every single time you visit.

THANK YOU FOR YOUR COOPERATION

We look forward to welcoming you safely at LCL Data Centers.

Contact us:  
[www.lcl.be](http://www.lcl.be)  
[info@lcl.be](mailto:info@lcl.be)

**Need assistance?**  
If you have any questions before your visit or need assistance during your time with us, don't hesitate to reach out.

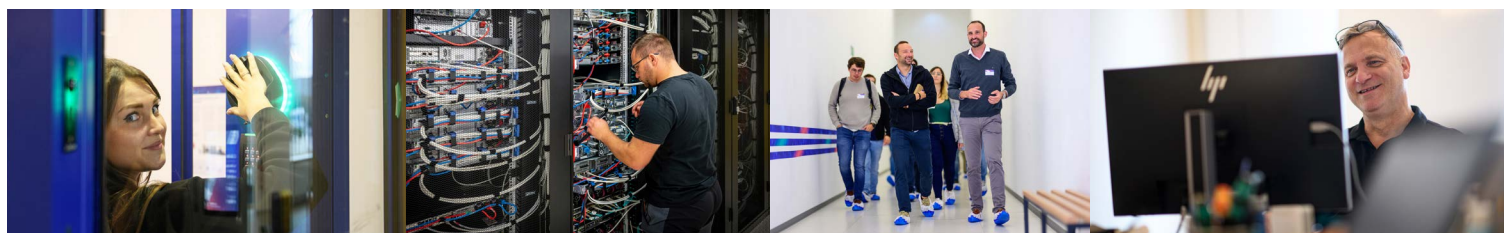






Discover more about LCL at [lcl.be](http://lcl.be)

Contact us for more information



**LCL n.v. / s.a.** - Kouterveldstraat 13 - 1831 Diegem - Belgium - [www.lcl.be](http://www.lcl.be)  
Tel +32 (0)2 709 70 20 - fax +32 (0)2 709 70 21 - [info@lcl.be](mailto:info@lcl.be)