Equipment Maintenance Policy

P-AGI-GroupIT-465

Policy Owner: Chief Information Officer

GROUP iT

POWERING INNOVATION WITH PURPOSE

الغرير
Al Ghurair

1. Purpose

Information plays a vital role in contributing to operational and strategic business decisions, legal and regulatory requirements, core business processes, and customer service. Accordingly, data must be protected to a level commensurate with its value to the AGI.

AGI's Cybersecurity division protects assets from threats and associated risks to its confidentiality, integrity, and availability by assessing, detecting, selecting, implementing, and monitoring security control measures and thereby managing the risks to an acceptable level.

2. Applicability

The control policies listed and stated in this document apply to all staff members, vendors, and customers who handle the Al Ghurair's assets, including but not limited to the information created, processed, stored, or retained by AGI as part of its functions and services regardless of geographical location.

3. Principles

The objective of this policy is to prevent loss, damage, theft or compromise of IT equipment and interruption to the organization's activities.

3.1 Policy Statements

3.1.1 Equipment Maintenance and Security

- Group IT will ensure equipment maintenance is carried out regularly to ensure continued availability and integrity.
- The relevant businesses, admin and IT departments will ensure the following:
    - All equipment is maintained according to the manufacturer's / supplier's specifications.
    - Appropriate controls are implemented when equipment is scheduled for maintenance.
    - All equipment that are not to be accessed by users are in secured, locked, and controlled areas.
    - Adequate controls are implemented for preventing or suppressing environmental hazards like fire, temperature, moisture variation etc.
    - Continuous power supply is provided for critical systems by building redundancy into power supply system.
    - Power and communications cabling are protected from interception or damage.
    - Protection of the power supply equipment, air-conditioning and other equipment must be ensured. All such equipment should be under annual maintenance contracts with service level agreements. Records must be kept for all suspected or actual faults, and all preventive and corrective maintenance.
- No personal hardware equipment must be added to or used on any corporate computer or LAN.
- All data must be securely removed from all equipment prior to disposal or reuse. Only authorized tools must be used for wiping data from equipment. Relevant approvals from business heads and Group Internal Audit must be obtained before conducting decommissioning any information storage system.

3.1.2 Cabling Security

- AGI IT will ensure clearly identifiable cabling with necessary identification methods are used in all data centres and server rooms.
- All new locations and constructions must have common cabling standards designed, implemented, maintained, and managed by Group's IT departments.

4. Accountabilities

Role	Responsibility
Manager IT Security	The Infosec team will verify compliance to this policy through various methods, including but not limited to, reporting tools, internal and external audits, and feedback to the policy owner.

5. Definitions

Abbreviation	Definition
AGI	Al Ghurair Investment
LAN	Local Area Network

6. Waivers and Exceptions

Any exception to the policy must be approved by the Group IT Cybersecurity team in advance.

7. Document controls

Approvals	Name	Designation	Date	Signature
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Approved By	Divya Bathija	Chief Information Officer	Oct 2023	Divya Bathija Digitally signed by Divya Bathija Date: 2023.12.14 11:20:25 +04'00'

Date	Version	Changed by	Description
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