IT Software Policy

This Software Policy covers two areas:

1. **Providing a consistent operating experience for Wood, which is an important component used to help protect the security of Wood resources. The IT Software Policy ensures that appropriate procedures are in place surrounding the safe and legal use of software within Wood.**

2. **Software re-harvesting policy, which is required to recover unused licences from Wood devices and users. This maintains licence compliance, minimises new license purchases and reduces software spend, as well as support / maintenance costs.**

Purpose:

This purpose of this policy is:

1. To ensure that only software that is legally procured, authorized and approved for commercial use is installed on devices within Wood.
2. To ensure that unused software licences can be recovered from Wood devices and users.

Scope:

Part one of this policy applies to all workers and includes employees and contingent workers, non-Wood workers including contractors, joint ventures, third-parties, or other agents (hereafter referred to as "user") who have or are responsible for an account or on any devices with direct or VPN (Virtual Private Network) access to the Wood internal network. Any breaches to this policy must be reported via the IT service portal to the information technology (IT) service desk. Breaches must also be reported in accordance with any additional locale-specific or business-specific requirements.

The second part of this policy applies to all software, such as software licensed by local installation (installed on a Wood device) or software licensed by a subscription / user account.

Policy Requirements:

Software purchasing:

- All software must be purchased by IT and all software installations must be approved by IT. Installing or using unauthorized software can lead to potential system failures, system degradation or viruses as well as place Wood at risk of incurring fines. IT is responsible for providing appropriate deployment of the software via automated or manual methods. This includes all software, version upgrades, and add-ons.

For software installation, the following policy statements must be adhered to:

- All new software or software as a service must be assessed by it's functional owner for privacy, security and compliance to contractual, legislative and regulatory requirements and approval may be required from Security, Risk, & Compliance (SRC) before installation on Wood devices.
- All new software requirements will be reviewed by IT to understand if it aligns with business strategy, Wood has a similar product or requires tendering.
- Users must raise a ServiceNow request for all new software requirements as early as possible so it can follow all technical and commercial processes for approval.
- User must raise a ServiceNow request to renew support/maintenance agreements, as it requires IT authorisation, regardless of how it was raised in the past.
- Under no circumstances must any software be purchased without the explicit agreement of IT. This includes local credit card purchases or software purchased via expenses.
- Users must not download software directly from the internet to Wood devices.
- Users must not install software, distribute software or share software without IT authorisation.
- Users must not use third party cloud applications without IT authorisation.
- Software not licensed to Wood must not be installed onto any Wood devices.
- All software licences must be provisioned and recorded by IT.

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- IT will actively monitor both, software installations and software usage on Wood devices.
- Users must not violate license agreements by making illegal copies of Wood software.
- Any unlicensed or pirated software found on Wood devices will be removed or disabled, and disciplinary action may be taken.
- If Wood incur fines due to users installing pirated or unauthorised software, IT will recover this cost from the user's business unit.
- The use of any software to access, modify or analyse Wood data for personal purposes is forbidden without prior approval.
- Unused software may be automatically removed by IT to minimise ongoing licence costs to Wood.
- Failure to comply with this policy may lead to disciplinary action.

Software Reharvesting:

- Software not used for a period of <u>90 days</u> may be removed from Wood devices or users.

- Re-harvested licences will be used to fulfil Software requests for other users to prevent Wood purchasing additional licensing, thus delivering cost savings.

- Software licensed by local installation (installed on a Wood device) may be automatically removed (uninstalled) from machines.

- Software licenced by a subscription may be re-harvested by removing the subscription from the user account. If the software also has a local installation (installed on a Wood device) this will not be removed.

- Software licenced by a user account may be re-harvested by removing access to the user account.

- If software has been re-harvested from a user or device but is then required in the future, a Software request will be required with an appropriate business justification.

- An email notification will be sent to users when the above re-harvesting is occurring, detailing the Software being re-harvested and steps to obtain access in the future.

- Inactive software may be automatically closed on Wood devices to minimise licensing costs.

Reference documents:
- IT Acceptable Use Policy

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