# Availability Policy

## Purpose

The purpose of the Availability Policy is to provide the requirements for availability so that HBI or MBI information as defined in the Data Security Classification Standard is appropriately available for delivery of services to internal and external customers.

## Scope

The scope of this Policy is global, which includes all business units, all regions, and all entities of Hewitt Associates LLC (“Alight”). Alight refers to all wholly-owned subsidiaries of Hewitt Associates LLC, all subsidiaries in which Hewitt Associates LLC has a controlling interest, and all agents or authorized representatives of Hewitt Associates LLC or its subsidiaries.

## Applicable Audience

This Policy applies to all colleagues, contractors, and vendors of Alight. The term "colleague" refers to all full-time employees, part-time employees, temporary employees, and interns who provide services to Alight. The term “contractor” refers to any individual on another company’s payroll (contactors, outsourcers, consultants, contingent workers, temporary agency workers, etc.) who provides services to Alight. The term “vendor” refers to all other third parties with which Alight does business.

## Compliance & Enforcement

Compliance with this Policy is mandatory.

Potential violations of this policy are subject to review and investigation by Alight and/or its agents. Violations of this policy may result in discipline, up to and including removal of assignment, end of contract for vendors, or termination. This is subject to the procedural requirements of the countries in which Alight operates. Alight reserves the right to refer for prosecution any violations of this policy.

This Policy constitutes the current Policy with respect to its subject matter, and it supersedes and replaces all previous policies relating to its subject matter. Alight reserves the right to modify the Policy at its sole discretion at any time with the intent to update on an annual basis.

## Policy Statements

### Availability Standard

* 1. GSS is responsible for establishing a standard Service Level Agreement (SLA) of availability for each platform and associated technologies that support the delivery of that service.
  2. The SLAs influence our Change Management and Incident Management processes to ensure service stability and availability for our customers.
  3. GSS will track, monitor, and communicate the impact in the event of an unexpected availability through Alight’s Incident Management process.
  4. GSS will measure outages to enable reporting of SLA metrics to both internal and external customers.

### Applicable Standards

* None

## References and Mandates

* None

## Legal Conflicts

Alight Security Policies and Standards were drafted to address the protections found in existing laws and regulations and may be amended as necessary due to law, regulation, or business requirements. There is no intent to conflict with relevant laws or regulations. In the event of any conflict with relevant laws or regulations, they will control.

Alight Security Policies and Standards may be supplemented by other policies or standards of Alight. In the case of a conflict or ambiguity, the more specific provisions of any such policy or standard of Alight shall take precedence over the more general provisions contained in Alight Security Policies and Standards.

## Exceptions

Exceptional circumstances occur from time to time. In these situations, contact Alight Global Security Services at global.security.services@aon.com for further guidance.

## Document Control Information

Document Control Information

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| Primary Contact | Alight Global Security Services | [global.security.services@aon.com](mailto:SRM.Mailbox@aon.com) |
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Revision History

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