



Communication Device Policy

Approved by: Group Chairman and CEO
Chief People Officer

Department: People Department

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Summary

- Where necessary for the performance of their role, employees may be provided with communication devices.
- Such devices must be looked after and kept safe by employees.

1. Purpose

- 1.1. DP World aims to provide communication devices to employees when needed for business purposes, in accordance with this policy.
- 1.2. In this policy, communication devices refer to any electronic device such as telephones, mobile phones, laptops, tablets or other devices.

2. Communication Devices

Eligibility

- 2.1. DP World may, at its discretion, provide employees with a communication device during the course of their employment.
- 2.2. Eligible employees may select a mobile phone from the list of devices available in the standard DP World Corporate Plan. DP World may accept an employee's request for a non-standard device. In such case, any additional costs incurred shall be borne by the employee.

Limits and Payments

- 2.3. DP World shall cover the cost of communication devices and reasonable usage costs incurred in the performance of an employee's role. Any excess cost shall be charged to the employee, unless a valid business justification is provided.

Replacement of Communication Devices

- 2.4. If the communication device becomes faulty (not due to employee's fault) and out of the warranty's coverage/period, it shall be replaced or repaired at the company's cost.
- 2.5. If the communication device becomes faulty or is damaged due to employee's negligence or fault and out of the warranty's coverage/period, then any costs incurred to repair or replace the device shall be borne by the employee.
- 2.6. If a device is lost or damaged due to an employee's negligence or deliberate misuse, the employee may be subject to disciplinary sanctions, pursuant to the Disciplinary Policy. In the event of a lost or stolen device,

the employee must obtain a police report. Any cost incurred to replace a device due to these reasons shall be borne by the employee.

- 2.7. Employees may request a device replacement when deemed needed, after the following durations and assessment/approval by IT and Department:

Device	Timeframe
Small devices such as Mobile phones	2 years
Large devices such as Laptops and tablets	3 years
Large devices such as Desktops	4 years

- 2.8. Any cost incurred for early replacement of a device before the timeframes stipulated in section 2.7., should be borne by the employee.
- 2.9. Upon returning the old device for replacement, employees shall provide the old device's user id and password (if any) so IT/Administration department can transfer the data to the new device and clean wipe/restore to factory settings the old device.

Procedure

- 2.10. Requests for communication devices should be made via the Company Workflow System. Complete user information (name, employee ID number, department cost centre etc.) should be included together with justification for the need to issue or replace a device.

3. General Conditions

- 3.1. Employees are responsible for the communication devices provided to them by the company and have a duty of care. They must keep the devices well maintained and safe from theft, loss or damage.
- 3.2. To minimize usage costs when travelling, employees are requested to use secure WIFI or local SIM cards (recommended if travelling for 5 days or more in a country) wherever possible, and use any technological solutions provided by DP World such as Cisco Jabber, Skype for business, Webex, etc. Expenses related to secure WIFI or local SIM card can be claimed as per the DP World expenses procedure.
- 3.3. With approval by the line manager, employees can be allowed roaming usage of up to 5 calendar days during their leave, beyond this section 3.2. applies.
- 3.4. Employees may opt to use their personal mobile phone and use a company SIM card or transfer their personal mobile account to the company plan.
- 3.5. DP World may let the employee take personal ownership of a small communication device (i.e. mobile phone) after the timeframe stipulated in section 2.7. or if the employee bears any exit charges.

Information must be transferred to a new device and be clean wiped/restored to factory settings by IT/Administration department.

- 3.6. Returned large devices are assessed by IT to determine its further internal usability status
- Kept for internal usage;
 - The employee will have first preference to buyback the device;
 - Donations through a DP World recognized charity organization; or
 - Recycling through a DP World recognized recycling company.
- 3.7. On separation of employment:
- All communication devices and related accessories must be returned to the IT/Administration department or otherwise allowed to be owned by the employee as per section 3.5. and 3.6. The cost of items which are not returned will be deducted from any final settlement payments;
 - Employees must provide the device's user id and password (if any) in order to change into a new or transfer to a different user id and password, and be clean wiped/restored to factory settings by IT/Administration department;
 - DP World shall cover the exit charges of standard devices returned by the employee. Any additional charge related to the return of non-standard devices must be borne by the employee;
 - Subject to the department's approval an employee can transfer their mobile number to a personal account.

4. Related Standards, Policies and Processes

This policy should be read in conjunction with the:

- DP World Code of Ethics;
- Code of Conduct;
- Information Technology and Security Policy; and
- relevant SOP

5. Revision History

Revision	Details
Date of changes	15 February 2021
Policy owner	People Department
Summary of changes	2.7 Revised table related to devices and time frame against each based on IT teams' recommendations

6. Contact Information

All queries in relation to this policy should be directed to People Department.