

Network Asset Safety Policy

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Approved By

| Name | Position | Date |
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| Kamalavel Rajendran | Chief Executive Officer | 09/08/2022 |

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1. Purpose

The network team maintains all assets in Mallow Technologies with extensive care. The assets provided to the Employees/Interns are also expected to be individually taken care of, to avoid any potential damage. We have formed the policy violation measures that will apply when something contradictory happens.

2. The Policy

All assets are acquired on behalf of Mallow Technologies Private Limited. Employees/Interns are responsible for the safety and security of the assets provided to them (System, Mobile and All Accessories) by Mallow Technologies Private Limited.

3. Guidelines

Here, are the guidelines to ensure the safety of the assets

- Shut down your system as you close the work for the day. And, please shut down the system in case you are planning for a long leave. This indeed increases the performance of the system and the battery.
- The password policy implemented in the systems includes a validity of 90 days. If the system is left to sleep for a long time, you may not be able to log in to the system with the existing password if it has expired. Restart the system daily to reset the password at a defined interval.
- Please ensure that the electrical power supply you are working on is stable enough with proper grounding to safeguard your system. Also, please check that the power socket is appropriately inserted. Some sockets may not be tight enough, creating friction in passing the electricity through them.
- If you feel like your system is getting overheated, then please keep it in Sleep Mode for a couple of minutes then resume working. But if you feel like you have to do this frequently then please contact the Network team.
- Please ensure that you use your system on a flat surface to ensure proper airflow. Please avoid keeping the system on flexible surfaces like beds, pillows or cushions to prevent air block.
- Don't place the water bottle or snacks near the laptop. The liquid may spill on the laptop, or eatables may attract insects/ants damaging the system.
- Most of the devices we use are under warranty/AMC period. So we urge you to let the network team know about the issues in relation with the system or testing device as earlier as possible. This will make it easier for us to address the issue effectively under the said warranty itself, if possible.

4. Policy Violation

This policy explains the repair and replacement process for an asset when it's found damaged or stolen.

Asset damage has been categorised into three types. Depending on the damage category, repairing or replacement costs will be applied.

4.1 Natural Issue

Any hardware(Motherboard, SSD, Speaker, Mic, Keyboard, Screen, Charger, Battery, etc.) issues which occur due to the life span of the assets, belongs to this category.

For this category of issues, Mallow will manage the repair or replacement of the system.

4.2 Issue because of Negligence

The following types of issues are included in this category.

- Liquid damage
- Damage due to power fluctuation
- Physical damage
- Any hardware(Motherboard, SSD, Speaker, Mic, Keyboard, Screen, Charger, Battery, etc.) issues due to the user's Negligence

For this category of issues, the employee has to bear the repairing or replacing cost. However, the Network team will evaluate the issue before making the final decision. The final decision lies with the Network team.

4.3 Unidentified

In case of any issue that is not listed in any of the above two categories (Issue because of Negligence or Natural Issue) occurs, then the final decision will be based on the type of issue and our policy. The Network team will consider a specific set of checkpoints before making a decision.