

Security Procedures

Introduction

Company is situated at Building 14 & 20, Raheja Mindspace, Madhapur, Hyderabad-5000081, India.

Company is having approximately 700+ Employees, contract staff and numerous visitors visit the office daily. If left insecure or unattended, theft of personal possessions such as wallets, purses, handbags, laptops, mobile phones etc. is possible. Incomers' perception about personal safety and security is a general concern.

Team Facilities of the Company therefore exercise wide security control, direction and will issue procedures, which will be published. Security is not intended to be a hindrance to Interns working but to be an essential ingredient for the smooth operations.

Responsibility for personal property remains with the owner of the property. Team Facilities and administration takes no responsibility for such property left on the premises, including motor vehicles, although the security team will aim to provide a security presence across the office premises at all times. The Security Procedures therefore seeks to formalize a cohesive and integrated approach to security throughout the office premises.

Procedures Statement

Open Text India Management seeks to ensure, as far as it is reasonably practicable, the security and safety of all the employees, contract staff, visitors and contractors within the office premises. Team facilities is responsible for effective operations and enforcement of the security procedures. Responsibility for security and personal safety rests with all the employees, contract staff, visitors and contractors within office premises. All employees, contract staff, visitors and contractors should assist the security team to ensure the success of the procedures. Security and Personal safety is everyone's responsibility and cannot be left solely as a matter for the security team. The management reserves the right to prosecute and/or take appropriate disciplinary action against any person who acts negligently, dishonestly, or commits a crime within office premises.

Responsibilities

Responsibility for security rests with all the Interns. In particular, everyone should report all activities, suspected or real, of a criminal nature or any suspicious activity immediately to the security team. Within this overall responsibility some particular elements are defined as follows:

Facilities: Responsible for overall development and planning of security strategy, policies and procedures with particular reference to health & safety and monitoring of their effectiveness & efficiency. Investigation of serious breaches in security, provision of expert and impartial up-to-date advice, liaison with police, emergency services and local authorities.

Security Personnel: Delivery of an effective security service, day to day organization and supervision of security operations. In addition to this, field officers of security agency will oversee the arrangements 3 times a week for better control.

Developments Managers (DM) and Team Leaders (TL): They have a pivotal role in promoting security (along with safety) within their area. Following are the responsibilities of DM and TL's"

- a) Ensuring their team has access to and is familiar with the Security Procedures
- b) Ensuring that all members of Team in their department understand and exercise their security responsibilities, including the display of ID Cards and have due regard to company property, in particular the security of IT equipment.
- c) Getting expensive personal items to office should be avoided.

Interns: They have a general responsibility to look after company facilities properly and to give due consideration to security issues. They must follow security procedures designed to protect company property, in particular regulations governing access to server rooms or areas with other public use equipment. Interns must co-operate with requests from the security team, especially with emergency or evacuation instructions and in relation to security procedures.

Contract Staff: They must ensure that they are familiar with and follow the procedures in the Security Procedures, paying particular attention to those issues which are relevant to their activities. They must also co-operate with requests from the security team, especially with emergency or evacuation instructions and in relation to security procedures.

Visitors: They have a general responsibility to look after the company facilities whilst on premises and to give due consideration to security issues. In particular they must follow the security procedures designed to protect Company property and wear their visitor badges at all times. Visitors must follow instructions from the security team or from their host, particularly in emergency situations.

Section 1 – Crime Prevention

1.1. Security Awareness: Pro-active crime prevention and security awareness will help to ensure a safe, secure environment, enabling work to continue with the minimum amount of disruption. Employees and contract staff should make every effort to counter the threat of crime.

1.2. Procedure: Crime Prevention and Security Awareness:

- All suspicious activities should be immediately reported to the security team
- Personal Valuables (SODEXO, Mobiles and Cash etc.) should be locked away or placed out of sight or kept on the person, and personal property. Should never be left unattended.
- Drawers must be locked upon leaving.
- Laptops should be locked out of sight when not in use, particularly overnight.
- All incidents of crime on company premises, real and suspected, must be reported to the security team.

- 1.3. Incident Reporting:** It is the responsibility of all employees and contract staff of the company to report all activities, suspected or real, of a crime nature. Incident reporting is crucial to the identification of patterns of criminal activity. It permits investigation and recommendations to be made to prevent a recurrence. Comprehensive reporting of incidents provide an accurate picture of the level of crime throughout the premises and thus ensures that adequate resources are provided to combat the crime. Success in the fight against crime is greatly enhanced by fast, efficient and detailed reporting.
- 1.4. Reporting of Physical Security Incidents:** All incidents of 3rd Floor, Building 14 of the security nature should be reported in the first instance to the security control on Ext.: 0863, incidents of 2nd Floor of Building 14 on Ext.: 0739 and incidents of 9th Floor of Building 20 on Ext.: 0606. All available information should be provided including – time, location, item missing etc. A mail should be sent to india.admin@opentext.com / vsprasad@opentext.com after reporting to security council

Section 2 – Access Control

- 2.1 ID & Access Cards:** Card controlled doors are an effective way of preventing unauthorized access and our security strategy moves towards expansion of access control systems throughout the company premises. All employees and contract staff are issued with an ID & Access Card. These cards should be regarded in security terms as the same as a key. Cardholders must safeguard their card and report any loss to the HR Department and once it's approved to issue another access card facilities will remove the access and issue another card to the Intern. Access Cards are not transferable and holders must not loan their cards to other persons for means of access or any other purpose. Disciplinary action will be taken if the card gets misused.
- 2.2 Visitor Cards:** Visitors & ad-hoc contractors will be issued with a 'Visitor's Pass' at point of entry and should wear their passes during their visit to the company premises and return them on leaving.
- 2.3 Consultant Cards:** Consultant who will be on site for more than one week will generally be issued with a "Temporary / Consultant Card" to allow them access to the building they are working in.
- 2.4 Display of Cards:** All cards must be displayed whilst on company premises. All employees, Contract staff and consultants are required to show their ID & Access Card to Management & Security staff on request. Failure to do so may result in disciplinary action.
- 2.5 Replacement of Cards:** In case of loss of ID or Access Card, replacement card will be issued after HR department approves.
- 2.6 Meetings& Trainings:** Human Resource, Development Managers or Team Leaders must inform Facilities Team giving three days' notice of any meetings, trainings etc. where non-company persons are attending or presenting which are to be held within company premises. The following information is to be sent via email to india-admin@opentext.com / vsprasad@opentext.com
- Date & Timing of meetings and trainings along with location
 - Name & department of host member of staff attending
 - Number of persons visiting from outside and attending

2.7 Control of Locks, Keys & Access Control Cards: Team Facilities control the issue and use of all locks, keys and access control systems and cards. Team Facilities operates a suited key system which allows various level of access. No other make of lock or key should be installed on premises without the authority of security services. It is the responsibility of all Interns who are issued keys or cards to ensure their safe keeping at all times and report any loss immediately to security staff.

2.8 Procedure: Request for locks & keys: All requests for new lock or key should be made in writing to Team Facilities. All issues will be subject to satisfactory fulfilment of criteria to ensure need, use and availability. Temporary issue of keys for a limited time access (one day) may be arranged with the Security Team at the Security post of the respective floor.

2.9 Replacement of Locks: All losses of keys must be reported immediately to the Facilities Team. In case of loss of key, the lock will be replaced within 3 working days. Interns leaving the company should return their key direct to Team Facilities. They should not pass it directly to their replacement.

Section 3 – Security and the Interns

3.1 Security in the Office: It is the responsibility of all the Interns to be aware of, and familiar with, all procedures that ensure a safe and secure environment for personnel, equipment and documentation in their office areas. Unsupervised (lone) workings in secured areas are to be avoided wherever possible, especially outside normal working hours.

3.2 Procedure: Office Security:

- Company ID Cards should be worn by employees & contract staff at all times on company premises. Employees & Contract staff will not be entering the premises without wearing the ID Cards. In case of forget access card situation, they can enter their name and details in the register kept at the respective floor security desk and enter the office
- Any visitor (including Ex-OT Interns) is allowed till security desk of respective floor alone and for entering inside an Intern need to accompany them.
- All the business visitors will get visitors pass which needs to be cross signed by the Intern with whom visitor will come to meet. It is mandatory for the Intern to sign on the visitor's pass
- Business visitors need to be entertained in meeting rooms only.
- All other visitors like credit card collection agents, insurance agents etc. will not be allowed beyond lobby area. Interns can meet with them in lobby / visitor's room.
- Contract staff walking out should ensure they sign in/out register
- Hazardous equipment (Acid, pesticides, petroleum products etc.) should not be allowed inside the work area. Facilities team members will monitor the same on regular basis during their daily rounds.

3.3 At the end of working day, Interns should ensure that:

- Valuables and confidential documents (laptops, personal belongings etc.) are locked away in key cabinets or take home.
- Any office keys that have been issued during the day have been returned and any losses reported immediately
- All non-essential electrical appliances are switched off / unplugged like lights, air conditioning systems etc.
- Desktops are switched off or password protected when not in use to prevent unauthorized access to information.

3.4 Suspicious Behavior: If suspicious or criminal activity is noticed, notify or get a colleague to notify the security desk. Security staff will direct security response to the area as a matter of urgency.

Section 4 – Property – Lost and Found:

4.1 Found Property: If anyone finds identifiable property such as wallet or handbag they should if possible, notify the loser as soon as they are able and arrange for the item to be delivered / collected. If the owner is not known / contactable, property should be handed into the security staff. When property is handed in, the date/time, finder's name, department and contact details will be recorded.

4.2 Claiming Property: When a loser claims property, full details will be required i.e. a full description of the item and for certain items, proof of ownership may be requested. When Security staff is satisfied of the Owner's claim, the property will be handed over on signature. Where any doubt to ownership if exists, the concerned in facilities will be asked to arbitrate.

4.3 Lost Property: If an Intern is trying to trace something they have lost whilst on company premises, first check with your co-workers and later on inform the security staff.

Section 5 – Vehicle Parking

5.1 Interns Car Parking: Limited car parking is provided within company premises. Cars and their contents are parked within company premises at the owner's risk. The company accepts no responsibility for theft or damage to vehicles on its premises.

5.2 Visitor Car Parking: Visitors are those persons visiting company on an ad hoc basis for business, meetings and trainings etc. Visitors are not authorized to park the vehicle within office premises. They need to park outside the building at their own risk.

5.3 Interns Two Wheeler Parking: Two Wheeler parking bays are available at both building 14 and building 20. The company cannot accept any liability for Two Wheeler parked or left on its premises.

The Security Procedures is the property of the Company. Any suggested alterations, amendments and comments should be sent to the Head – Facilities at vsprasad@opentext.com

Date :

Intern Name :

Intern Signature :