

Group Device Policy

February 2023; Version 1

The objectives of the policy

This policy covers the buying, maintenance and retiring of Group laptops and mobile phones. For laptops specifically, it aims to ensure we:

- Purchase laptops that are powerful enough for our needs, long-lasting and environmentally friendly (or at least, better than the average for laptops)
- Quickly support people with laptop issues so they can keep working effectively
- **Extend the usable life of a laptop from 3 to 5 years**, and refresh and reuse laptops as people leave rather than mostly buying new devices – and keep people informed on why we're doing this
- Donate our end-of-life laptops to a suitable charity

Buying laptops

People eligible for a new laptop¹ will get a choice of two², selected for performance, durability and environmental creds:



Dell 7430
(14" screen, core i7, 16Gb RAM, 256Gb SSD)



Apple MacBook Air
(13.6" screen, M2, 16Gb RAM, 256Gb SSD)

¹ See next slide

² Specialist positions, specifically in Creative, have other options.

Reusing laptops

Where possible, we will aim to keep laptops in use for 5 years. When the owner of a laptop leaves before its retirement date, it will be refreshed and added to the pool of available devices

When a laptop gets to 5 years old, its owner can select a replacement

- If there are laptops in the pool, they can choose from those
- If the pool is empty, they can choose a new device from our two options

Similarly, new starters will get an option from the pool if available or a new one if not

When a pool laptop is given out, Granular will include a note about its age, expected retirement date, and our aim to be more sustainable by making devices work for longer

Retiring laptops

After 5 years, laptops will be retired

- Hard drives will be wiped and zeroed for security
- Laptops that are still serviceable will be cleaned up and periodically donated to a local charity

Laptops with issues that cannot be fixed, or that persist despite several attempts to fix; and laptops with physical damage that cannot be cost-effectively fixed, will be retired early

Fixing problems

If your laptop has a problem, don't just soldier on!

Raise a ticket with Granular

- They will connect remotely to your laptop and try to fix your issue
- If the issue cannot be fixed remotely, they will ship you out (or you can come to the office to collect) a replacement laptop – keep it
 - Copy over any settings or files you need (see next slide), then put your old laptop in the box the replacement came in and return it using the courier details provided
 - When fixed, your original laptop will be added to the pool

Getting a new/used/replacement laptop

When you receive a laptop, Granular will have already set it up for you with your account and all the standard software we commonly use

There are some things that you will need to manually migrate from your old laptop before you send it in:

- Your SharePoint and OneDrive shortcuts
- Your bookmarks
- Your saved usernames and passwords
- Files you have stored on the laptop (but, you shouldn't have done this!)

Granular will guide you through the migration process

Mobile phones

If your role comes with a mobile phone (some Account Management, Content team, Senior team members, you'll get an iPhone

- We are also aiming to keep these phones for 5 years, but we upgrade them all at the same time when we change contract
 - If you have a phone when we upgrade, we'll send you out the new one and ask for the old one back
 - We will donate the old phones to charity once they've been reset
- If you have any problems with your phone, start a ticket with Granular

Other IT equipment

As well as a laptop, we provide everyone with a mouse, headset, and privacy filter

- If you need one, you can also request a second screen and/or a USB-C to HDMI dongle

If you have problems with any of these items, or need some other IT equipment for a particular project or problem, contact Granular

- Please don't buy IT equipment yourself

And finally, remember to (re)read and follow our *Information Security Policy* at all times

Scientific.
GROUP

