

TERRA MAURICIA LTD

Information Technology Procedure
(Version 2014 - V1.0)



Governing the creation and cancellation of accounts (including network access, corporate files, access rights, e-mail and Internet)

1. Foreword

This procedure is between the Group IT Department (GITD) and the Group HR Department (GHRD), which are both Group functions of Terra.

Terra may be referred to as 'the Group', the procedure may be referred to as 'the document' and Information Technology (IT) may be referred to as 'systems', 'information systems' or 'services' in the remainder of this document.

2. Context

The purpose of this document is to describe the steps pertaining to the creation and cancellation of accounts on the Group's systems. It concerns new recruits who will access services and leavers who will cease to access services.

The procedure also covers access rights/permissions to systems such as CEMIS (ERP), Oracle EBS (ERP), corporate files, email and Internet.

Please note that this document does not supersede any existing or future policies, manuals, code of ethics, code of conduct, procedures or other agreements that the Group may define as it sees fit.

3. Roles and responsibilities

The audience involved in the procedure are respectively, head of departments (HODs), operational managers (OMs) and team members of the GITD and GRHD.

It is the responsibility of the GRHD and GITD to ensure that the procedure is strictly abide to. All formal evidences, such as emails, must be kept and archived by both parties for audit review purposes.

It is the responsibility of the GRHD to inform the GITD in a timely manner (i.e. by formal emails) when new employees are joining and when employees are leaving.

Typically, a formal request must contain details such as full name, date of entry, department, network access rights/permissions, email and Internet access for new recruits. Similarly, details such as full name, departure date and cancellation of services must be specified for leavers.

In return, the GITD will endeavour to carry out the requests in a timely manner (performed same day). In the event that unexpected priorities prevent the request to be undertaken, the GITD will carry out the request as soon as possible.

It is understood that the GITD will not handle any requests outside this procedure e.g. verbal communications.

4. Procedure for new recruits

See diagram 1 in annex.

5. Procedure for leavers

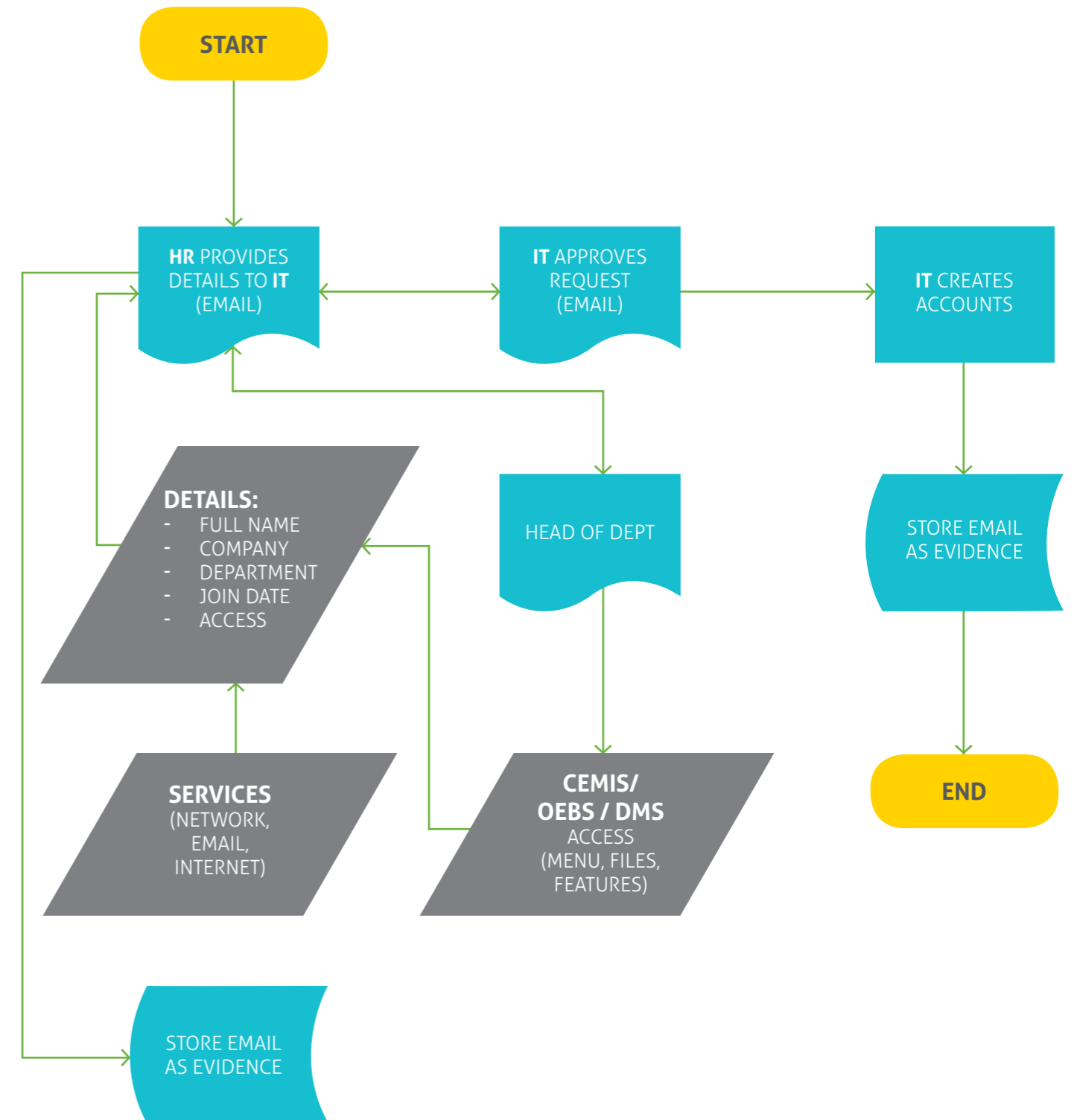
See diagram 2 in annex.

6. Periodic reviews

The GITD will submit a list of active users who have access to network and email addresses periodically (i.e. typically once a year). It is expected that the GRHD will review and amend the list in a timely manner to keep the database of employees' access rights up to date.

- Annex 1 -

NEW EMPLOYEE / JOINER PROCESS FLOW



- Annex 2 -

LEAVERS PROCESS FLOW

