



# TERRA MAURICIA LTD

Information Technology Procedure

For the future. From 1838

**terra**

## 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', 'applications' or 'services' in the remainder of this document.

## 2. Context

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

The procedure also extends to granting access and permissions to systems such as, but not limited to, ERP (CEMIS, Oracle Fusion, MDA, Maximo, etc.), DMS (File servers, Sharepoint, EazzyFilling, etc.), electronic emails, Internet access, and other online services.

It is worth noting that GRHD is responsible for the administration of human resources applications such as payroll, HRMS and Intranet. Similarly, specific Cloud-based applications are administered by appointed employees of subsidiaries who will be informed by GHRD for granting access to specific systems.

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 GHRD and GITD to ensure that the procedure is strictly abided 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 GHRD to inform the GITD in a timely manner (i.e. by formal emails) when new employees are joining and when employees are leaving.

It is the responsibility of the HODs to define and maintain a permission matrix for each employee/group of employees for their respective ERP and systems. These updated permission matrices should be communicated to GITD whenever there are permission updates.

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. The GHRD will seek relevant information from HODs regarding granting of access and permissions that should be attributed to a recruit on the Group's systems. Similarly, details such as full name, departure date and cancellation of access and permissions must be specified for leavers.

In return, the GITD will endeavour to carry out the requests in a timely manner (performed same day if communicated within office hours or next day at earliest). 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 such as verbal and other informal communications.

#### **4. Procedure for new recruits**

Annex 1 attached.

#### **5. Procedure for leavers**

Annex 2 attached. The active management of IT Access Rights with respect to those of employees who leave the Group is described therein.

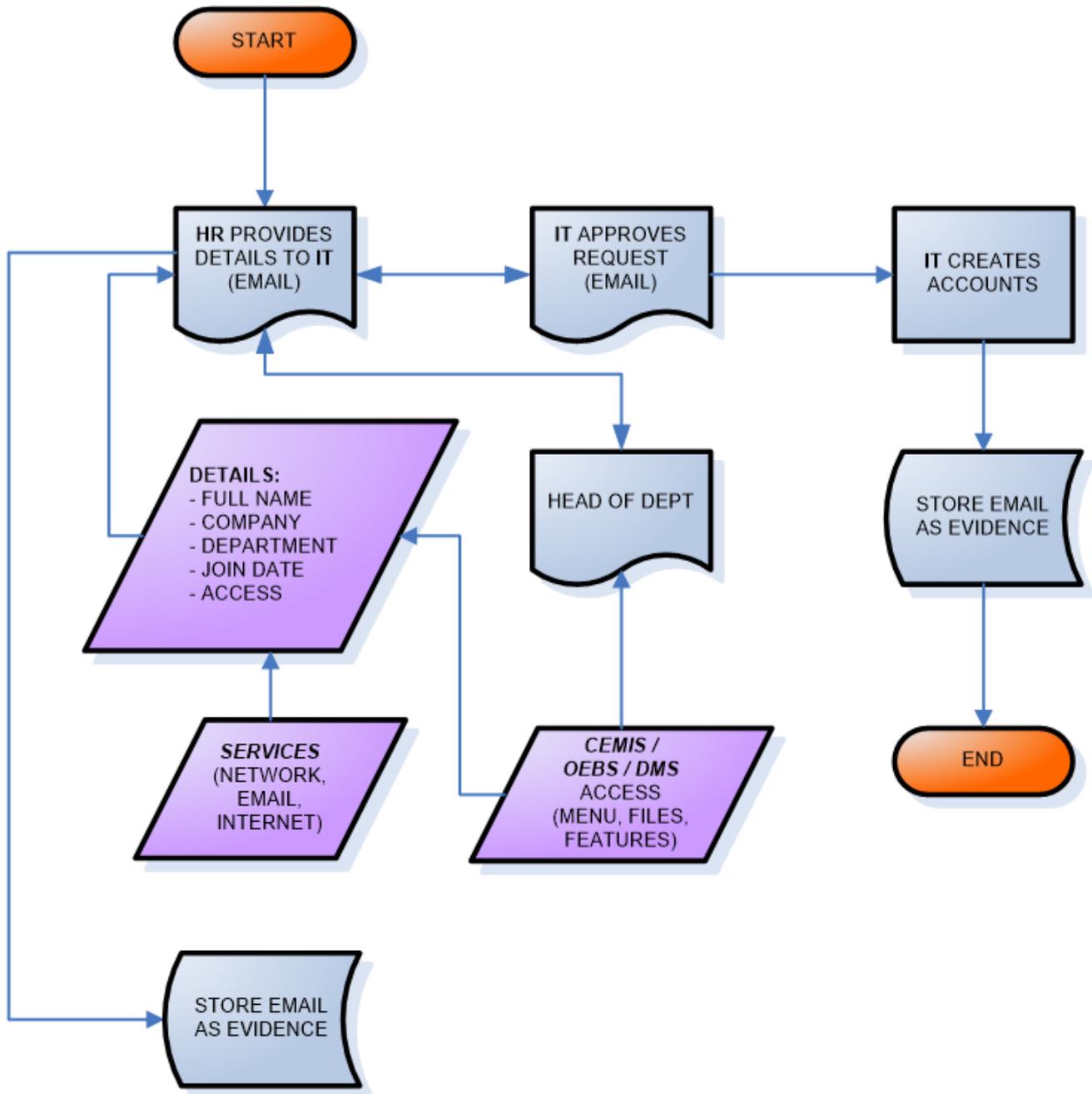
#### **6. Periodic reviews and actions**

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

The GITD will submit a list of active users and their respective permissions to the HODs for specific systems which are under its administration (i.e. CEMIS, Oracle Fusion, DMS). It is expected that the HODs will review and amend these permissions (if necessary) in a timely manner to keep the employee's permissions up to date.

- Annex 1 -

**NEW EMPLOYEE / JOINER PROCESS FLOW**



- Annex 2 -

LEAVERS PROCESS FLOW

