

Entreprise des Travaux Hydrauliques
et Protection de l'Environnement

ETHPE
CONTRACTING L.L.C.

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IT POLICIES AND PROCEDURES

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Introduction

ETHPE's IT Policy and Procedure Manual provides the policies and procedures for selection and use of IT hardware and software within the company which must be followed by all staff. It also provides guidelines. ETHPE will use to administer these policies, with the correct procedure to follow.

ETHPE will keep all IT policies current and relevant. Therefore, from time to time it will be necessary to modify and amend some sections of the policies and procedures, or to add new procedures.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome.

These policies and procedures apply to all employees.

Hardware Purchasing Policy

Guidance: This policy should be read and carried out by all staff.

Computer hardware refers to the physical parts of a computer and related devices. Internal hardware devices include motherboards, hard drives, and RAM. External hardware devices include monitors, keyboards, mice, printers, and scanners.

Purpose of the Policy

This policy provides guidelines for the purchase of hardware to ensure that all hardware technology for the company is appropriate, value for money and where applicable integrates with other technology for the company. The objective of this policy is to ensure that there is minimum diversity of hardware within the company.

Procedures

Purchase of Hardware

Guidance: The purchase of all desktops, servers, Laptops, computer peripherals and mobile devices must adhere to this policy.

Purchasing Desktop computer systems

- The desktop computer systems purchased must run an OS Windows 8 or above and integrate with existing hardware i5 processor, 500GB HDD, 8 GB RAM or above.
- The desktop computer systems must be purchased as standard desktop system bundle and must be HP, Dell, Acer or Lenovo.
- The desktop computer system bundle must include: Desktop tower, Monitor, Keyboard, Mouse.

Purchasing Laptops

- The Laptops purchased must run a OS Windows 8 or above and integrate with existing hardware i5 processor, 500GB HDD, 8 GB RAM or above.
- The Laptop systems must be purchased must be HP, Dell, Acer etc...

Purchasing server systems

- Server systems can only be purchased by IT Officer.
- Server systems purchased must be compatible with all other computer hardware in the company.
- All purchases of server systems must be supported by guarantee and/or warranty.
- Any requirements of server must be approved and authorized by IT Officer and Management.

Purchasing mobiles or telephones

- A mobile phone will only be purchased once the eligibility criteria approved by Management.
- The purchase of a mobile phone must be from authorized suppliers to ensure the company takes advantage of volume pricing-based discounts provided by authorized suppliers. Such discounts should include the purchase of the phone, the phone call and internet charges etc.
- The mobile phone must be compatible with the company current hardware and software systems.

All purchases of Desktops, Laptops, Mobile telephones must be supported by guarantee and/or warranty and be compatible with the company's server system.

Software Purchasing Policy

Guidance: This policy should be read and carried out by all staff.

Purpose of the Policy

This policy provides guidelines for the purchase of software for the company to ensure that all software used by the company is appropriate, value for money and where applicable integrates with other technology for the company. This policy applies to software obtained as part of hardware bundle or pre-loaded software.

Procedures

Request for Software

- All software, including MS-Office, Antivirus, AutoCAD, Adobe PDF etc... must be approved by **IT Officer** prior to the use or download of such software.

Purchase of software

- The purchase of all software must adhere to this policy.
- All purchased software must be purchased by **IT Officer**
- All purchased software must be purchased from Authorized Dealers
- All purchases of software must be supported by guarantee and/or warranty and be compatible with the company server hardware system.

Obtaining open source or freeware software

- Open source or freeware software can be obtained without payment and usually downloaded directly from the internet.
- In the event that open source or freeware software is required, approval from **IT Officer** must be obtained prior to the download or use of such software.
- All open source or freeware must be compatible with the company hardware and software systems.

Device & Software Usage Policy

Guidance: This policy should be read and carried out by all staff.

Purpose of the Policy

This policy provides guidelines for the use of software for all employees within the company to ensure that all Devices and software use is appropriate. Under this policy, the use of all open source and freeware software will be conducted under the same procedures outlined for commercial software.

Procedures**Software Licensing**

- All computer software copyrights, and terms of all software licenses will be followed by all employees of the company.
- Where licensing states limited usage number of computers or users etc..., then it is the responsibility of **IT Officer** to ensure these terms are followed.
- **IT Officer** is responsible for completing a software audit of all hardware twice a year to ensure that software copyrights and license agreements are adhered to.

Software Installation

- All software must be appropriately registered with the supplier where this is a requirement.
- **ETHPE** is to be the registered owner of all software.
- Only software obtained in accordance with the getting software policy is to be installed on the company computers.
- All software installation is to be carried out by **IT Officer**.

Devices and File Usage

- **All Employees Must Sign in the Receipt of Company Property while Receiving IT items. Should be returned to ETHPE after completion of contract or your Work.**
- Prior to the use of any software, the employee must receive instructions on any licensing agreements relating to the software, including any restrictions on use of the software.
- All employees must receive training for all new software. This includes new employees to be trained to use existing software appropriately. This will be the responsibility of **IT officer** and **Management**
- Employees are prohibited from bringing software from home and loading it onto the Company computer hardware.
- Unless express approval from **IT Officer** is obtained, software cannot be taken home and loaded on a employees' home computer
- Where an employee is required to use software at home, an evaluation of providing the employee with a portable computer should be undertaken in the first instance. Where it is found that software can be used on the employee's home computer, authorization from **IT Officer** and **Management** is required to purchase separate software if licensing or copyright restrictions apply.
- Where software is purchased in this circumstance, it remains the property of the company and must be recorded on the software register by **IT Officer**
- Unauthorized software is prohibited from being used in the Company. This includes the use of software owned by an employee and used within the Company.
- The unauthorized duplicating, acquiring or use of software copies is prohibited. Any employee who makes, acquires, or uses unauthorized copies of software will be referred to **Management** for consequence, such as further consultation, reprimand action etc.... The illegal duplication of software or other copyrighted works is not condoned within this company and **IT officer/Management** is authorized to undertake disciplinary action where such event occurs.

Bring Your Own Device Policy

Guidance: This policy should be read and carried out by all staff.

Purpose of the Policy

At ETHPE we acknowledge the importance of mobile technologies in improving company communication and productivity. In addition to the increased use of mobile devices, staff members have requested the option of connecting their own mobile devices to ETHPE's network and equipment. We encourage you to read this document in full and to act upon the recommendations.

This policy provides guidelines for the use of personally owned notebooks, smart phones, tablets and other types of mobile devices for company purposes. All staff who use or access ETHPE's technology equipment and/or services are bound by the conditions of this Policy.

Procedures

Devices approved for company use

- Personal owned mobile devices are approved to be used for company purposes
- Mobile devices such as notebooks, smart phones, tablets, iPhone, removable media etc....
- Employees when using personal devices for company use will register the device with IT Officer.
- IT Officer will record the device and all applications used by the device.

Each employee who utilizes personal mobile devices agrees:

- Not to download or transfer company sensitive information to the device.
- To make every reasonable effort to ensure that company information is not compromised through the use of mobile equipment in a public place. Screens displaying sensitive or critical information should not be seen by unauthorized persons and all registered devices should be password protected
- To abide by company internet policy for appropriate use and access of internet sites etc.
- To notify company immediately in the event of loss or theft of the registered device
- Not to connect USB memory sticks from an untrusted or unknown source to company equipment.

IT Officer Accesses

- Can access all data held on the device, Excludes personal data
- Will delete Company data held on the device in the event of loss or theft of the device
- Will delete Company data held on the device upon termination of the employee.
- Has the right to deregister the device for company use at any time.

Creation of Online Accounts

Guidance: This policy should be read and carried out by all staff.

Purpose of the Policy

At ETHPE we acknowledge the importance of Online services and accounts in improving company Operations.

This policy provides guidelines for all staffs of ETHPE for creation of online accounts behalf of company. All staff in ETHPE are bound by the conditions of this Policy.

Procedures

Account Creations

- Online account creations for the company Operations are Prior to the approval from Management or Higher Officials.
- Before Creation of Accounts, details should be emailed to IT Department.
- Email Address using for any Online account registration should be ethpe@ethpeuae.com.
- Usage of any other Email Id's are prior to approval.

Each employee who Controlling Online accounts agrees:

- Its Mandatory to share All registered Email Id, Password and Login link with IT Department
- To make every reasonable effort to ensure that company information is not compromised using Online accounts in a public place. Screens displaying sensitive or critical information should not be seen by unauthorized persons and all registered devices should be password protected.
- To abide by company policy for appropriate use and access of internet sites, Accounts etc.
- Notify Higher officials or IT Department immediately in the event of loss or theft of the registered accounts.

IT Officer Acesses

- Will record the details as shared by Creator.
- Sharing of Recorded details are prior to approval from Higher officials or Management.
- Has right to change password or email ids if Higher officials or Management requested.
- Has the right to deregister the account if Higher officials or Management requested.

Emergency Management of IT Policy

Guidance: This policy should be read and carried out by all staff.

Purpose of the Policy

This policy provides guidelines for emergency management of all information technology within the company.

Procedures

IT Hardware Failure

- Where there is failure of any of the ETHPE’s hardware, this must be referred to **IT Officer** immediately.
- It is the responsibility of **IT Officer/Management** to take immediate action in the event of IT hardware failure.
- It is the responsibility of **IT Officer** to undertake tests on planned emergency procedures to ensure that all planned emergency procedures are appropriate and minimize disruption to company operations.

Virus or other security breach

- In the event that the ETHPE’s information technology is compromised by software virus, such breaches are to be reported to **IT Officer** immediately.
- **IT Officer** is responsible for ensuring that any security breach is dealt with and make fast resolution to minimize disruption to company operations.

Breach of Policy

- Where there is a breach of this policy by an employee, that employee will be referred to **Management** for consequence, such as further consultation, reprimand action etc....
- Where an employee is aware of a breach of the use of software in accordance with this policy, they are obliged to notify **IT Officer** immediately. In the event that the breaches not reported, and it is determined that an employee failed to report the breach, then that employee will be referred to **Management** for consequence, such as further consultation, reprimand action etc....

Exemptions

This policy is mandatory unless **IT officer and Management** grants an exemption. Any requests for exemptions from any of these directives, should be referred to the Management.

Indemnity

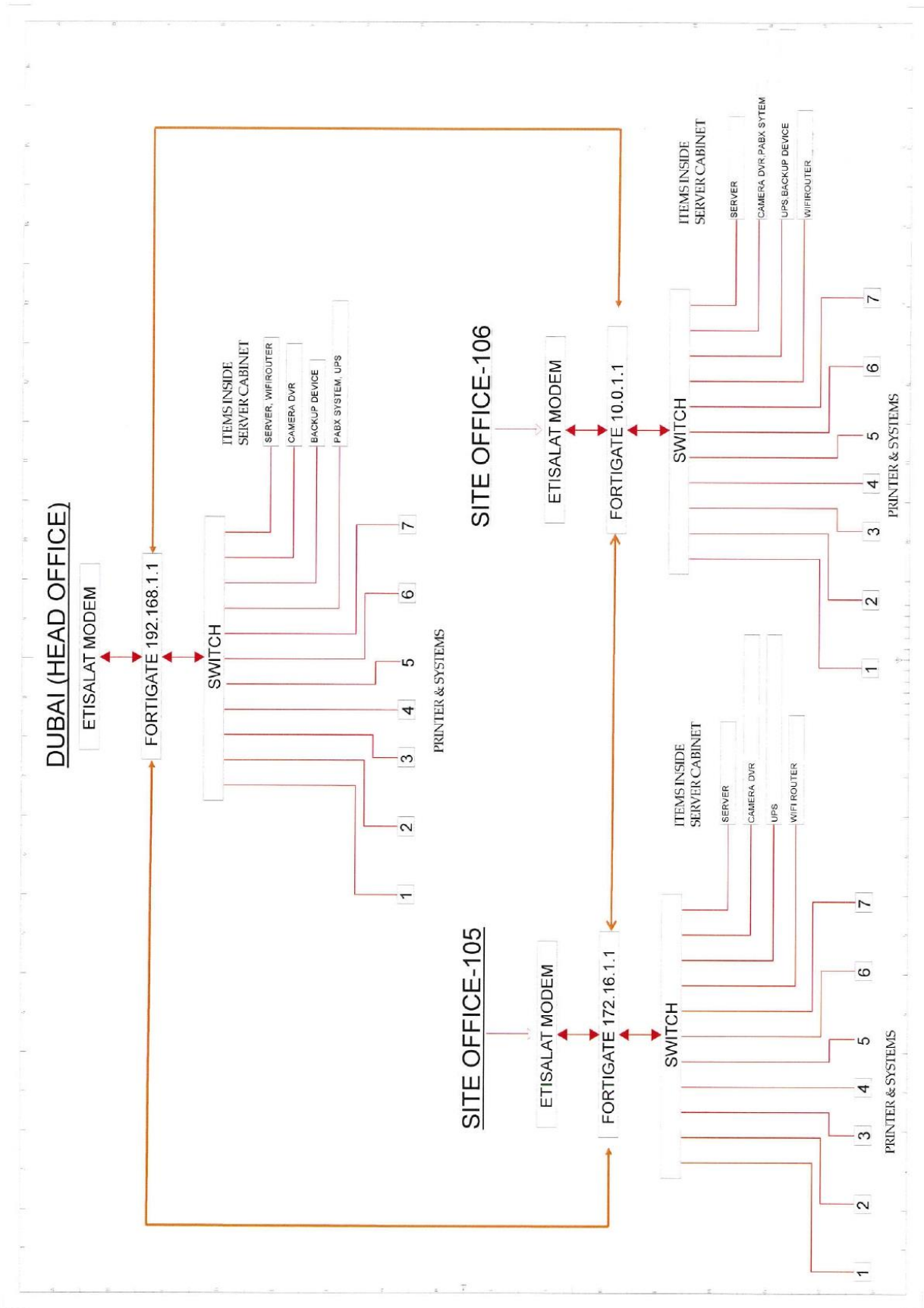
ETHPE bears no responsibility whatsoever for any legal action threatened or started due to conduct and activities of staff in accessing or using these resources or facilities. All staff indemnify ETHPE against any and all damages, costs and expenses suffered by ETHPE arising out of any unlawful or improper conduct and activity, and in respect of any action, settlement or compromise, or any statutory infringement. Legal prosecution following a breach of these conditions may result independently from any action by ETHPE.

All these Policies are Recognized by ETHPE Management

.....
ETHPE CONTRACTING LLC

.....
Name & Sign of Employee

IT Infrastructure::



SERVER FOLDER STRUCTURE::

PROJECTS SERVER STRUCTURE



Name

- CONTRACT DOCUMENTS
- CORRESPONDENCES
- DRAWINGS DRAFTING
- HEALTH & SAFETY
- INSURANCES
- INTERNAL DOCS
- LABORATORY
- NOCs
- OTHER
- PLANNING & PROGRESS
- PROJECT CLOSEOUT
- QUANTITY SURVEYING
- SHARE FOLDER
- SITE PHOTOS
- STOREKEEPING
- SUBMISSIONS & APPROVALS
- TIMEKEEPING

HEAD OFFICE-STRUCTURE

- ACCOUNTS
- ESTIMATION
- GENERAL
- HR & ADMINISTRATION
- IT
- MARKETING
- PROJECTS
- REFERENCES & STANDARDS

Ref. No.: AMR/TEAM/274

Date: July 6, 2020

Section/Department: Human Resources

Area: General (To ETHPE Employees)

Subject: Company SIM Card/Mobile Number Usage Policy under Du National Plan BMP 100/150

You have been supplied with a Company SIM Card / Mobile number for business use. These are the company's Policy and procedures for the use of a Company SIM Card / Mobile number.

1. The company monitors the itemised bills for each SIM card and reserves the right to deduct the charges for any personal calls.

The maximum usage allowance for ETHPE Office Staff Company SIM Card/Mobile Number is as follows:

[BMP100]1000 National Minutes and [BMP150]1100National Minutes Allowance per Month

- This covers both Du and Etisalat Networks Mobile including Landlines
- Inclusive calls over the allowance will be charged to you as specified in below "Charges Applied for Out of Bundle Usage" unless it is for business use.

[BMP100]130 National SMS and [BMP150] 130 National SMS Allowance per Month

- This applies to inclusive National SMS only; premium rate texts or automated text services are not allowed and any SMS of this nature billed will be recharged to you at the cost incurred to ETHPE
- Inclusive SMS over the allowance will be charged to you as specified in below "Charges Applied for Out of Bundle Usage"

[BMP100]7.5GB National Data and [BMP150]10.5GB National Data Allowance per Month

- The data allowance does not exceed or overspends is not allowed.
- This data allowance is more than sufficient data for all company business

CUG "Closed User Group" Minutes 100% Free only applies for national voice calls within the company (lines that are activated under the same account)

- This allows all users to call registered numbers under the same account for free

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2. In case of lost SIM card, replacement request shall be communicated with the HR/IT and any occurring charges will be recharged to you.

3. Company mobile phones, chargers and mobile numbers remain Company properties at all times and the Company reserves the right to withdraw their use at any time.

Charges Applied for Out of Bundle Usage (As per Du)

Type of usage	Business Mobile plan 100/150
National/CUG calls	30 fils/Min
International calls	2.4 AED/Min
SMS National	18 fils/SMS
SMS International	60 fils/SMS
Video calls	60 fils/Min

Please note:

Company mobile phones, chargers and mobile numbers must be returned at the end of your employment with ETHPE and also immediately upon request from the office.

For and behalf of ETHPE Contracting L.L.C.

Sign:

Name: MOHAMMAD AMR

Designation: GENERAL MANAGER

Date: 06-JULY-2020

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IT ADMIN PROCEDURE FLOWCHART

PURCHASE VERIFICATION

SOFTWARE INSTALLATION

SOFTWARE TESTING

LOG UPDATION

TRAINING TO STAFF

WEEKLY HEALTH CHECK

MONTHLY HEALTH CHECK

UPDATES OF SOFTWARES