IT and cyber security policy

Group-wide guidelines for IT and cyber security

DEFINITION

IT refers to all technology we use to store, process, and communicate electronic information – everything from hardware to software.

Cyber security is about protecting a company's digital assets. As increasing volumes of information are digitally stored and an increasing number of work processes become digital, risk of being exposed to attacks also increases. It can, for example, be about viruses, data breaches, sabotage, or unauthorised attempts to use an IT system.

BACKGROUND

IT has many benefits but also risks. So common guidelines are important for increasing IT knowledge, reducing IT-associated risks, and for creating a clear structure regarding how IT is managed and used within the company.

Unfortunately, all companies and organizations risk being targeted for internal and external cyber attacks. If customer or employee data are stolen or lost – or if customers are infected by viruses originating from Ramudden – then these incidences can seriously affect separate individuals and Ramudden's reputation as a company.

Ramudden must also comply with the EU General Data Protection Regulation (GDPR).

AIM

Guidelines that address IT and cyber security give our employees, partners, suppliers, customers, and other stakeholders clear messages about how we act in various situations and which rules and regulations apply. These guidelines aim to make every individual a good citizen and to strengthen Ramudden as a company. And each employee can feel secure regarding what applies.

IT AND CYBER SECURITY GUIDELINES

In each country, Ramudden follow laws and regulations that are associated with IT and that counteract cybercrime. We increase our capabilities for maintaining a secure, well-defined IT structure, and we reduce cyber-attack risks by following these guidelines:

- **Use of IT equipment**. Equipment provided by Ramudden (computers, screens, tablets, printers) are tools intended for your daily work. If you want to use the equipment for private use, ask your immediate manager.

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Principles in this document are aligned with Ramudden's other policies and values.

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Not sure what's applicable?
On the detail level, rules, guidelines, and procedures might vary among countries.

If you're not sure what applies, contact your immediate manager, your CEO, or read more in country-specific documents.

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The Ramudden spirit
We all adhere to the Ramudden spirit, i.e., we focus on customers, prioritise our employees' health and safety, and strive to be the best at what we do. This spirit also permeates professional encounters with everyone we meet.

Consequently, all employees must at all times follow the laws and guidelines to which our business is subject – in every assignment and in every encounter – inside and outside the office.

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- **Software management**. The IT department must approve all software (applications, systems). You may not download any applications or files without permission. Piracy is prohibited; all computers must have approved licenses for the installed software. And you many not copy protected digital material when it violates the law.

- **Email management**. All employees have a personal email address – and with that, you are responsible for checking and answering incoming emails so that we can at all times provide customers with good service. If you are sick or on leave or vacation, then you must set up an automatic reply message in which you refer to another employee for assistance.

- **The web and social media**. You represent Ramudden when you use the web at work. Consequently, you many not visit websites with offensive or inappropriate content or to the web for illegal, offensive or unethical purposes. The same applies when you use social media; you cannot write nor do anything that goes against our values. Even outside work, as a private person, we expect you to keep a good tone on the web and in social media.

- **Data storage and backup**. Only use Ramudden's data storage solutions. Thus your files are secure, and automatic backup of them is performed. That way, important information is available to Ramudden even when employment ends.

- **System access management.** The basic rule is that employees only get access to systems that they need to be able to do their jobs. If someone gets a new job or a job ends, then the immediate manager is responsible for changing system access.

- **Lost devices and viruses.** Our employees must take an active role in IT and cyber security. Employees who have laptops must **be extra careful with business critical information**. Never leave any of your devices in cars, buses, taxis, and so on. They are tempting to thieves.

  If you lost your device or were robbed or if you suspect viruses, immediately contact the IT department or IT support in your country.

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Important to remember.
– Never…
- Share your credit card details, even if the email or inquiry on the web seems to come from a colleague.
- Share your password. If you absolutely must, do it personally or by phone – instead of by email.
- Write your password on a Post-it® on your computer. Memorise it instead!
- Click on links in emails if you don't trust the sender.

– Always …
- Lock your computer when leaving the desktop.
- Protect your device with a PIN or with touch ID if you use Ramudden's email on mobile or tablet.

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RESPONSIBILITY

All employees are personally obliged to follow the laws, regulations, regulatory requirements, and guidelines associated with IT and cyber security.

Noncompliance with the guidelines can lead to disciplinary sanctions.

Ultimately, Ramudden's managers are responsible for ensuring that the guidelines have been communicated to employees and to relevant external parties to promote broader knowledge and use of the guidelines.

→ Do you suspect that Ramudden's IT systems or cyber security have been jeopardised? Then contact your immediate manager, your CEO, or the personnel department..

⚠️ You also represent Ramudden online. When you use Ramudden's IT equipment and, for example, surf or comment on social media, you do it as a Ramudden employee. The basic rule is that you should never do anything online that you would not do "in real life".

⚠️ Refer to the document on GDPR for GDPR-related rules and regulations.