

Policy Statement IT Policy

1.0 PURPOSE

The purpose of this policy is to ensure that Ross-Shire Engineering Ltd (RSE) and the RSE Group have fully managed, maintained, and supported IT systems, infrastructure, hardware, and software.

2.0 SCOPE

This policy applies to all IT services used by The Company and managed through Accord Technical Solutions

3.0 POLICY

Management and Maintenance: Accord Technical Solutions is responsible for managing all IT services, infrastructure, and where required, software-related support and development across the RSE Group. RSE operate an ISO 27001 information Security Management System, ISMS, including policies and procedures which are in place to protect the company's information assets from all threats, whether deliberate, malicious, or accidental.

Central Point of Contact: Accord Technical Solutions provides a central point of contact for all IT service-related matters and is consulted regarding the procurement of hardware, services, or suppliers.

System Development: The Business Solutions team department manages the analysis and development of internal IT systems within FLOW and their integration with third-party applications, if required.

Third-Party Management: Accord Technical Solutions manages third parties engaged to supply specialist support and delivery services on behalf of IT.

Compliance and Standards: IT technical services operate within the Information Technology Infrastructure Library (ITIL) and ISO 27001 framework and any other applicable standards. Accord Solutions consults with appropriate third parties to ensure compliance with legislation and industry standards.

Cyber Security and Fraud Awareness: RSE and Accord Technical Solutions have developed courses for end-user awareness of cyber security and fraud awareness, and provide thorough awareness training for all existing and new IT users.

4.0 RESPONSIBILITIES

Accord Technical Solutions: Responsible for the management, maintenance, and support of IT systems, infrastructure, hardware, and third party software.

All Employees: Expected to comply with IT and ISMS policies and procedures.

5.0 APPROVAL

This policy is reviewed periodically by the Quality Manager and updated as required based on:

- Regulatory changes
- Organisational changes
- Audit findings