



TERRA MAURICIA LTD

Information Technology Procedure

(Version 2023 - V1.1)

For the future. From 1838

terra

Governing the creation and cancellation of accounts (including granting access to network, corporate files, permissions, e-mail & Internet, etc.)

1. Foreword

This procedure establishes the protocol between the Group IT Department (GITD) and the Group HR Department (GHRD) of Terra Group.

For simplicity, the following nomenclature will be used:

- Terra: 'The Group'
- This Procedure: 'the document'
- Information Technology: 'systems', 'information systems', 'applications', or 'services.'

2. Purpose & Scope

- This document outlines the protocols for creating, managing, and cancelling digital accounts within the Group's systems for recruits and departing employees.
- The procedure encompasses account access and permissions for systems including ERP systems (e.g., CEMIS, Oracle Fusion, MDA, Maximo), DMS platforms (e.g., File servers, SharePoint, EazzyFilling), electronic emails, Internet access, and the new digital recruitment application.
- GHRD oversees administrative tasks for HR applications like payroll, HRMS, and Intranet. Some Cloud-based applications are managed by appointed subsidiary employees, whom GHRD informs regarding system access.

3. Roles & Responsibilities

- The primary stakeholders include Heads of Departments (HODs), Operational Managers (OMs), and team members from GITD and GHRD.
- Adherence to this procedure is the collective responsibility of GITD and GHRD. All communications, especially emails, should be archived for audit purposes.
- GHRD should timely notify GITD, using formal emails, about incoming and outgoing employees.
- HODs are accountable for establishing and updating a permissions matrix for their respective departments and ERPs. These matrices must be shared with GITD for any changes.
- Requests for access for new recruits should encompass full name, entry date, department, access rights, email, and Internet permissions. For departing employees, full name, departure date, and details of revoked access are required.
- GITD will promptly process these requests, ideally on the same day during working hours. In cases of delays due to unforeseen priorities, GITD will expedite the requests soon after.
- Only formal communication methods detailed in this procedure will be acknowledged by GITD.

4. Procedure for New Recruits

- [See Annex 1] – attached.

4.1 Recruitment process

- Upon receiving a job request, the Hiring Manager or Head of Department will initiate the recruitment process in the digital recruitment application.
- They can choose an existing job template or provide data for a new job request including job title, qualifications, etc.
- Once the job template is updated or the request is made, they can submit it to the HRM for validation.
- After the job request is approved and validated, the HR Assistant will update the e-recruitment application with the candidate's CV.
- Hiring Manager or Head of Department will screen candidates and make decisions such as 'Accept', 'Reject', or 'Put on hold'.
- Selected candidates will proceed to the interview process, where they will be evaluated based on technical and behavioural aspects.
- Feedback and remarks about candidates will be documented for further evaluation and decision-making processes.

Note: For a detailed walkthrough on digital recruitment steps, such as updating job templates, submitting requests to HRM, and more, please refer to the Digital Recruitment Guide.

5. Procedure for Departing Employees

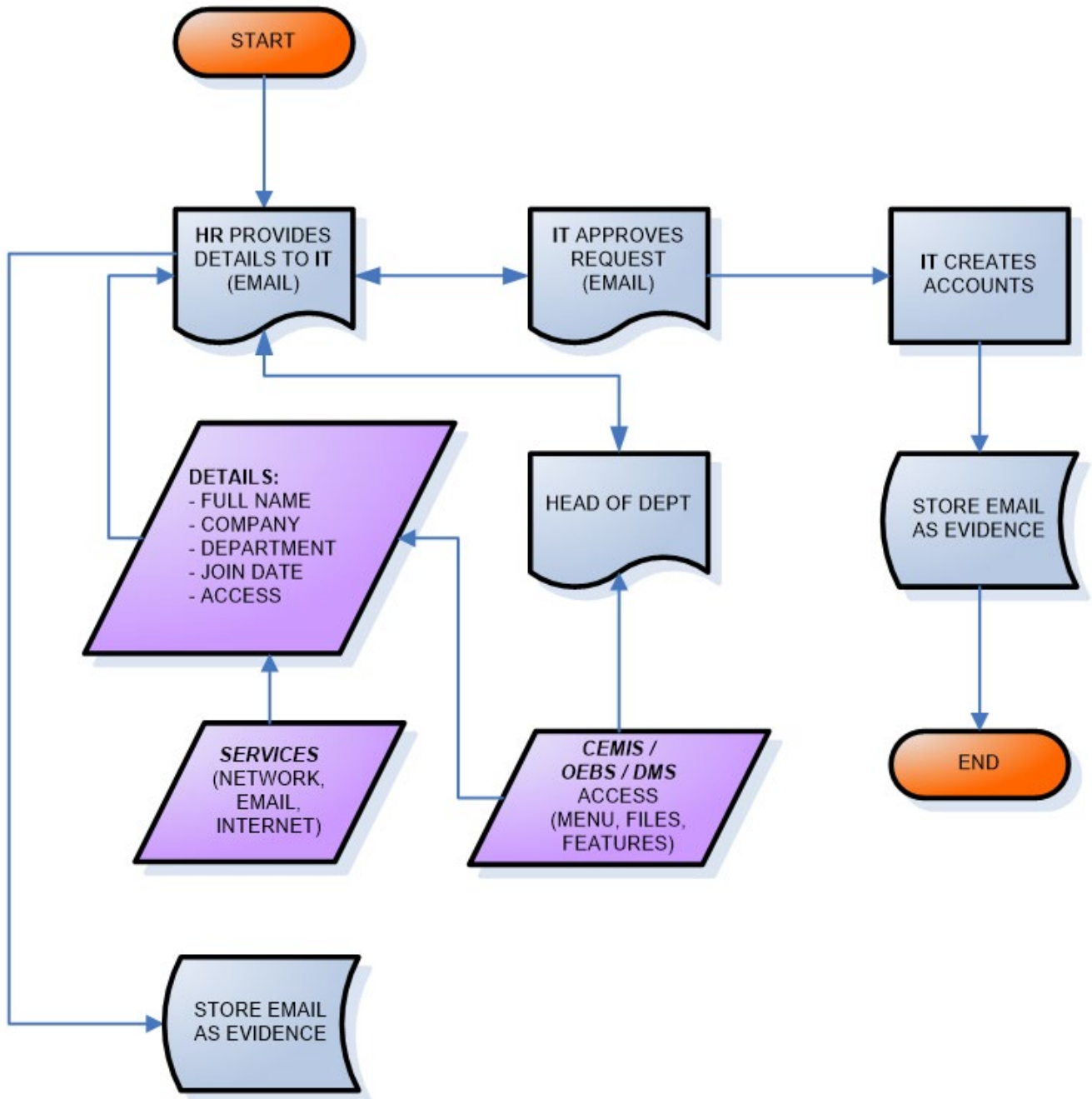
- [See Annex 2] – attached.

6. Periodic Reviews & Updates

- GITD will annually share a list of active users and their email access with GHRD for validation.
- Additionally, GITD will share a list of active users with their assigned permissions to HODs for platforms like CEMIS, Oracle Fusion, DMS, etc. HODs should regularly review and update these permissions.
- To accommodate the digital transformation and emphasis on paperless initiatives, periodic training sessions and reviews should be undertaken to ensure smooth and efficient use of the digital recruitment application.

- Annex 1 -

NEW EMPLOYEE / JOINER PROCESS FLOW



- Annex 2 -

LEAVERS PROCESS FLOW

