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IT			Balco Group board of directors		

IT Policy

1   Purpose

The purpose of this IT policy is to ensure that governance of IT at Balco Group AB is performed cost-effectively, contributes to efficient processes and contributes to all units in the group being able to achieve their business goals and that values regarding openness, integrity and trust are supported.

The IT policy shall ensure that:
- Effective IT governance is based on business needs being established and managed.
- IT governance is performed in accordance with the defined IT strategy.
- We comply with laws and regulations.
- We have information and IT security that meets the requirements set by the authorities, clients, employees and customers.

2   Scope

This policy applies to all activities and employees or agency staff at Balco Group AB (hereinafter referred to as Balco).

In co-owned operations, Balco representatives shall work to achieve compliance with this policy. Acquired companies have two years to live up to the Group's IT policy.

Exemptions or dispensations from this policy must be clearly defined and document-ed. All applications for exemptions shall be submitted in writing to the IT Manager, who is responsible for approval in consultation with the group CEO. Exemptions or re-quests for dispensation shall be accompanied by a plan for when compliance has once again been achieved.

3   The content of the policy

IT at Balco shall support the operation by creating conditions for achieving long-term commercial goals.

The IT policy shall provide comprehensive guidelines for how it shall be managed, operated and delivered at Balco.

3.1   IT strategy

IT at Balco shall be controlled by the defined IT strategy in which are described the overall requirements for IT, how IT operations are controlled based on business requirements and how IT services are provided.

3.2   IT governance

- IT Strategic IT decisions shall be taken by the group's CEO with the support of group management.
- Operational decisions regarding IT activities shall be taken by the IT Manager.
- There shall be a defined IT architecture which describes the rules for how the IT environment and IT infrastructure shall be built up. They form a basis for the development and management of Balco's IT solutions.
- There shall be a description of Balco's IT systems and infrastructure.
- There shall be clearly documented roles with responsibility for the systems that are classified as commercially critical.

- There shall be a documented process for change management for applications, systems and IT infrastructure.
- IT activities shall be documented and continuously kept up to date, so as to reduce dependence on key individuals.

3.3 IT delivery

- IT shall document its main processes and work according to ITIL in accordance with accepted good practice.
- There shall be a business continuity plan (BCP) based on the company's highest priority risks and an associated disaster recovery plan (DRP) plan for how IT supports the return of the business to normal.
- The purchase of IT-related services, hardware or software shall be handled by the IT department in a cost-effective way for the group.
- The development and acquisition of IT-related services and resources shall be documented in such a way as to ensure that the extent, how these are to support activities and who has taken the decision are clearly identified.
- The IT department shall ensure that all licence conditions for software or IT services are complied with and that the group is neither over- nor under-licensed.
- Coordination of agreements with IT suppliers shall be established and agreed quality levels (SLAs), as well as delivery capability shall be constantly monitored.
- IT services shall be provided and adapted to the requirements and needs of the business.
- There shall be documented rules for the acceptable use of Balco's IT-related services and resources.

3.4 IT services, resources and infrastructure

- All employees shall certify that they have read and understood the rules for the management of IT-related services and resources, including mobile telephony.
- Every user is obligated to comply with the rules.
- The respective departmental managers shall be responsible for communicating the guidelines and ensuring the certification.

4 Roles and responsibilities

The board of directors has established this policy.

The CEO of Balco Group AB appoints the group's IT Manager.

The group's IT Manager is responsible for administering and annually revising this policy and ensuring that it supports the defined IT strategy.

The Managing Director of each company is ultimately responsible for its application in the individual company, including defining responsibilities and roles.

5 Criteria for compliance

For compliance with this IT policy the following criteria shall be met:
- The policy shall be approved by the board of directors.
- The policy shall be communicated to and endorsed by the management group.

- The policy shall be communicated to all affected personnel annually in connection with quality monitoring.
- The policy shall be readily available to all affected personnel.
- The policy shall be reviewed annually and updated as necessary.

6   Other document

- Information Security Policy
- Guidelines for acceptable use of Balco's IT resources