

EXAMPLE – Procedure BM-1 - Starting and Finishing a Role

1 People and Purpose

This procedure specifies what the line manager of a worker (employee or contractor) and the Chief Operating Officer (COO), ICT Manager and Fleet Manager must do, when the worker starts or finishes a role at PAROLA.

It covers the following ISO 27001, Annex A, Controls.

- A.7.3.1
- A.8.1.4
- A.9.2.1
- A.9.2.2
- A.9.2.3
- A.9.2.5 (Part coverage – see also Procedure IS-7 – Access Control and Rights Review)
- A.9.2.6

2 Procedure

This section covers ISO 27001, Annex A, Controls A.9.2.1 and A.9.2.2.

2-1 When a Worker Starts a Role

- (1) If the worker joins PAROLA, the line manager completes the following form and gives it to the COO.

Form 10 - Worker Access and Assets

If the worker starts a new role, the line manager retrieves the above form from the COO, amends it as necessary and returns it to the COO.

IMPORTANT This MUST be done TWO WEEKS before the new worker starts work.

- (2) The COO liaises with the ICT Manager, who provides the following, as required.

- (a) Email address.

IMPORTANT The **Email Address** MUST be available ONE WEEK before the new worker starts work, so that other workers can send emails, and managers can put items in the new worker's calendar.

- (b) Tower or laptop computer with required software.

- (c) Portable storage device.

IMPORTANT The computer MUST be available when the worker starts the role.

- (d) Mobile phone.

The COO liaises with the Fleet Manager, if the worker will have a company vehicle.

- (3) The COO records the assets (computer, phone, vehicle) issued to the worker on **Form 10 - Worker Access and Assets**.
- (4) The COO retains **Form 10 - Worker Access and Assets**.
- (5) The COO liaises with Accounts for any of the following that the worker requires, as specified on **Form 10 - Worker Access and Assets**.
- (a) A vehicle allowance (instead of a company vehicle).
- (b) Fuel and/or credit cards.
- (6) The line manager, with the assistance of appropriate Officers, compiles an induction programme that specifies a schedule of introductions, training and activities.
- (7) The line manager, with the assistance of appropriate Officers, implements the induction programme and puts a tick or N/A in each box, on the following form, to record progress.
- ### **Form 9 - Induction Programme**
- (8) When all boxes on the form are completed, the worker signs and dates the above form.
- (9) The line manager gives **Form 9 - Induction Programme** to the COO.
- (10) The COO puts **Form 9 - Induction Programme** in the worker's (personnel/contractor's) file.

2-2 When a Worker Finishes a Role

This sub-section (also) covers ISO 27001, Annex A, Controls A.7.3.1, A.8.1.4 and A.9.2.6.

- (1) If the worker leaves PAROLA, the line manager informs the COO of the departure.
If the worker changes role, the line manager informs the COO of the change.
 - (2) If the worker leaves PAROLA, the COO (or other Officer) does an Exit Interview.
 - (3) The COO consults **Form 10 - Worker Access and Assets** and retrieves any of the following from the worker:

Laptop computer;	Company vehicle;
Portable storage device;	Fuel and/or credit cards.
Mobile phone;	
 - (4) If the worker leaves PAROLA, the COO records the leaving date on **Form 10 - Worker Access and Assets**.
 - (5) If a worker, who used a laptop, leaves PAROLA, the ICT Manager does the following:
 - (a) Removes the hard disk from the laptop;
 - (b) Writes the name of the worker on an envelope and puts the hard disk in it;
 - (c) Securely stores the hard disk.
 - (6) If the worker leaves PAROLA, the ICT Manager does the following (approximately 1 hour) before departure.
 - (a) Cancels or redirects the Voicemail of the worker:
 - (b) Changes the network login of the worker.
 - (c) If appropriate, redirects the email of the worker.
 - (7) If a worker, who is a key-holder, leaves PAROLA, the COO arranges the following to be done:
 - (a) Change the combination of the combination locks on the external doors;
 - (b) Change the burglar alarm code.

If a worker who is NOT a key holder, but knows the burglar alarm code, leaves PAROLA, the COO arranges to change the burglar alarm code.
 - (8) If an engineer leaves PAROLA, another engineer changes the passwords of credentials used to access resources through web portals.
 - (9) If the worker leaves PAROLA, the ICT Manager retains the Microsoft Exchange / Outlook profile for at least three months or until it is no longer required, whichever is the later.
- NOTE** The Microsoft Exchange / Outlook profile of a worker must be retained at least until all events in the Outlook calendar have passed.
- (10) At three monthly intervals after the worker leaves, the ICT Manager checks with the line manager of the worker, and other appropriate workers (such as Telemarketing), whether the Microsoft Exchange / Outlook profile can be deleted.