

## **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.