CODE OF CONDUCT ICT FACILITIES

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Ballast Nedam

Contents

1. Introduction

Ballast Nedam employees use computer facilities in various forms. These computer facilities are also used by people who are not Ballast Nedam employees. It is important that in using these facilities any user is aware of the risks involved. Computer facilities, including the use of internet and e-mail, have major advantages, but also risks. This code provides rules of conduct and conditions for the use of computer facilities. In drafting and applying this Code of Conduct, we strive for a good balance between monitoring the responsible use of computer facilities and protecting the privacy of employees in the workplace.

Purpose

The purpose of this Code of Conduct is to publish the rules and conditions for the use of computer facilities, including the mutual rights and obligations of the employer and the employee. In addition, it is intended to prevent:

- Abuse and overload of the computer facilities;
- Unnecessary mistakes, incidents or damage resulting from the use of the computer facilities;
- Reputational damage to the Ballast Nedam brand.

Glossary of Terms

In this Code of Conduct, the following terms are used:

- BNICT: the function that supervises the functioning of Ballast Nedam computer facilities. Within Ballast Nedam, this function will be filled by Ballast Nedam ICT (BNICT), with the BNICT Helpdesk as the point of contact (helpdesk@ballast-nedam.nl / +31 30 2853500);
- Computer facilities: all (ICT) tools that are used for the automated information provision, including equipment, software, networks, internet and e-mail;
- User: any person that uses the computer facilities of Ballast Nedam;
- Security Manager ICT (SMI): point of contact within BNICT for all matters of information security, which are related to ICT systems, technical infrastructure and applications;
- Spam: unsolicited commercial email messages or unsolicited mass mailings;
- Phishing: unwanted email messages with the aim of obtaining personal data such as log-in names, passwords etc. in order to gain unauthorised access to ICT systems.
- Workplace: the place where the use of the computer facilities takes place, including the equipment that is part of it.

Scope

This Code of Conduct applies to:

- Anyone who uses computer facilities that are owned or operated and made available by Ballast Nedam;
- Cases in which Ballast Nedam makes its computer facilities available to third parties:

these are informed of the Code of Conduct. The rules of conduct also apply to them;
- Other persons who have been granted the right to use the computer facilities of Ballast Nedam.

2. General rules and regulation

2.1. The computer facilities made available to the user are intended for business use. Private use is only permitted if this does not negatively affect the daily activities and is not harmful to the (performance of) computer facilities of Ballast Nedam.

2.2. It is not permitted to use or exploit Ballast Nedam computer facilities for commercial purposes other than those arising from the performance of duties at Ballast Nedam, unless explicit permission has been obtained from management.

2.3. The user is obliged to abide by general instructions for the use of computer facilities. Instructions given during the use of computer facilities must be followed.

2.4. Access to Ballast Nedam computer facilities is granted based on a combination of user name and personal password or other comparable identification and authentication tools.

2.5. The following rules apply to the house keeping of the personal password:
- The user is responsible for the use of the privileges associated with the user name and password combination. The user must therefore have taken all reasonable measures for the security and secrecy of the password;
- The password is strictly personal and not transferable;
- Regarding the password, confidentiality is mandatory;
- The user will inform BNICT immediately upon detection or abuse of his combination of username and password.

2.6. The user will carefully use and manage his workplace and ensure that this workstation is not left unattended in the event of temporary or long-term absence. A screensaver with password mechanism must be used in case of short-term absence.

2.7. The user is responsible for running an up-to-date anti-virus program on the PC/Laptop that connects to the ICT Infrastructure, even if it has not been made available by Ballast Nedam. This program is required to be updated periodically, at least daily;

2.8. Incidents that disrupt the normal use of the facilities must be reported directly to BNICT. This also includes security incidents that the user knows about but does not immediately affect the user.

2.9. It is not allowed to (re)move, transfer and/or exchange fixed equipment and/or to change network connections without prior consultation with BNICT. Desired removals, transfers and/or exchanges can be requested at the helpdesk from BNICT.

2.10. The user himself bears the responsibility to acquire the required knowledge to be able to work with the equipment and software. He or she can follow a course - after approval from management.

2.11. The user is not permitted to gain unauthorized access to data from other users or to use unauthorized programs.
2.12. The user is not permitted to unauthorized copy software, data files or documentation made available by Ballast Nedam or to make them available to third parties.
2.13. The user shall not take or attempt any action which undermines the continuity or security of Ballast Nedam computer facilities.
2.14. It is not allowed to threaten or harass other users with the help of the computer facilities.
2.15. The user will exercise due care in the use and management of mobile equipment and removable storage. This also applies to the connection of mobile equipment to the Ballast Nedam network.
2.16. The user is responsible for securely printing data on printers and will ensure the confidentiality of printed material.
2.17. It is not allowed to install applications (or have them installed) without permission from BNICT. It is not permitted to install or have applications installed for which Ballast Nedam does not hold any license(s). Users must adhere to the provisions in license agreement(s).

3. Rules and regulation concerning e-mail and internet

3.1. The use of the e-mail address provided to the user is strictly personal. Non-personal e-mail addresses can be shared with multiple users, whereby one user is always appointed as the contact person for the e-mail address.
3.2. The user is not allowed to:
- Use an email address that does not apply to him;
- To falsify email messages in any way;
- Sending spam using the Ballast Nedam computer facilities;
- Deliberately read, copy, modify, forward or destroy unauthorized email messages intended for other users.

3.3. It is not permitted to produce, access, store, transmit or publish information with the help of computer facilities of Ballast Nedam that conflicts with the law or good morals (including pornographic material), affects the good name of Ballast Nedam, or is discriminatory, inciting, offensive or threatening.
3.4. Users are not permitted to send electronic chain letters or warning messages of viruses to (groups of) users.
3.5. It is not permitted to copy, download or make available to third parties copyrighted material, including software, texts, visual material or music, without the permission of the copyright holder. In addition, in downloading information everything must be done to prevent viruses and other unwanted programmes and/or exploits that could jeopardize the availability of the computer facilities.
3.6. It is not permitted to make confidential information available on the internet

unsecured or to distribute it unsecured via public networks (including e-mail via internet).

3.7. Each user has been given personal access to computer facilities and the corresponding system authorizations. The user may not allow others the use of this access.

3.8. The user will do everything that may be reasonably required of him/her to ensure the confidentiality, integrity and availability of the data that is present on the information systems accessible to him/her.

3.9. The user is obliged to take all reasonable precautions to prevent theft of equipment and/or (portable)media.

3.10. A user may not access unauthorized access on the internet to non-public sources or abuse access rights of users of Ballast Nedam and thereby make these sources available to third parties.

3.11. When participating in discussion groups and social networks, or other platforms on the internet, a user may not make announcements on behalf of Ballast Nedam, but it must indicate that opinions are expressed in a personal capacity. Employees who represent Ballast Nedam or one of its business units on social media speak on behalf of the company in public and therefore must consider several guidelines as drawn up by the Communication department.

3.12. When the security or the continuity of the electronic messaging facility requires this, BNICT is entitled to read, copy, destroy or delete attachments intended for users.

3.13. In case an email account of a user cannot be used because of prolonged absence, for example due to illness, this email account can be assigned to another employee in order not to endanger business continuity.

3.14. When an employee leaves the organisation, his email account will be transferred to his supervisor.

3.15. Any personal email messages must be stored in a separate folder.

4. External access

4.1. The user will exercise the utmost care in the performance of his activities where external access to information systems is involved.

4.2. The user will take any measures needed to prevent third parties from obtaining information that is not intended for them. It is assumed that at least the following measures are taken to achieve this:

- Equipment may not be left unattended, not even for a short time;
- In the event of prolonged inactivity or absence, the equipment must be switched off;
- Third parties may not unintendedly read information off screens, or other media.

5. Information security

5.1. After giving a print job, a user must remove the printed pages directly from the printer. This is to prevent other people from reading and/or obtaining the output.

5.2. Each user is responsible that Company data and portable media are treated confidentially and are carefully stored. The data files must be stored in the correct (sub) directories or folder structure.

5.3. For the use of portable media, equipment must be used that is secure and, preferably, made available by Ballast Nedam.

5.4. Portable media that has been used outside Ballast Nedam must be virus-free. A user can be held responsible for the damage that occurs when equipment and/or software is contaminated with a virus due to inadequate handling of portable media.

6. Reporting of incidents, problems or requests

6.1. Incidents of any kind and problems with equipment and software made available by the organization, are to be reported to the BNICT Helpdesk at number [+31 30 285 3500]. The BNICT Helpdesk can be reached via email at the following address: helpdesk@ballast-nedam.nl.

6.2. The BNICT Helpdesk is available on weekdays from 7:00 am to 5:00 pm.

6.3. For correct registration the BNICT employee must at least provide the following information:

- Name;
- Department;
- Phone number;
- Asset number of the PC;
- A clear description of the problem.

6.4. For registration an automated administration / monitoring system is used, and if possible incidents are immediately addressed by telephone. For this purpose, the BNICT employee has a program that makes it possible to take over your equipment, keyboard and mouse, but only after obtaining permission from the user.

7. Privacy, audit en control

7.1. The responsibility for and the supervision of the correct use of Ballast Nedam computer facilities lies with the direct manager of the user(s).

7.2. Control of the use of computer facilities, including e-mail and internet, only takes place within the framework of the objective of this Code of Conduct and the management of computer facilities.

7.3. In the context of technical system and network management, recording of user and traffic information (logging) takes place. This data is not saved for more than a period of six months.

7.4. The Security Manager ICT has the right, on behalf of the Management Board, to have a targeted audit carried out by BNICT regarding e-mail, network traffic or internet usage of individual users within the context of an investigation for a limited period of

time, if there is reason to believe that Code of Conduct has been violated. Management must give permission in advance for performing this targeted audit.

7.5. In case of detected (security) incidents, BNICT has the right to (temporarily) disable equipment and/or revoke users access to computers and/or networks.

7.6. Members of the Management Board, Works Council and other employees with a specific position of trust appointed by the Management Board are in principle excluded from personal control during their statutory period of protection. Exceptions to this can only be made by what is stated in article 7.7.

7.7. If forced or summoned to do so by a court order to that effect, the Management Board will cooperate in providing information regarding the use of computer facilities by individual users.

7.8. Users have the following rights with respect to that which has been established about them in the context of the use of computer facilities: right of inspection, right to correction, right to copy, right of removal and destruction when recording this data is no longer relevant. is, and as far as this is technically possible.

8. Reporting en Sanctions

8.1. Any detection of misuse of computer facilities or violation of the Code of Conduct on computer facilities, regulations or statutory provisions:

- Must be reported to the ICT Helpdesk via number [+31 30 285 3500] or via the chat option on the Ballast Nedam intranet;
- A sanction can be imposed.

8.2. Anyone who detects a (possible) security or data breach must also report this incident immediately via the above route.

8.3. The user may object to the imposition of the sanctions or other actions based on this Code of Conduct in accordance with the Ballast Nedam complaints procedure.

8.4. In case of criminal offence, the matter will be reported to the police.

9. Other

9.1. This Code of Conduct is adopted by the Management Board in accordance with the usual decision-making procedure.

9.2. The Management Board informs the users prior to the introduction and amendment of this Code of Conduct about the content of this code, including that which is included on supervision and control.

9.3. Evaluation and modification of the content and operation of this Code of Conduct will take place after three years and/or in case of major changes within the organization and/or the use of computer facilities.

9.4. In all cases not covered by this Code of Conduct, the Management Board decides

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