

Incident Management Policy

Purpose

The purpose of this policy is to ensure that any incidents that affect the daily operations are managed through an established process. We will utilize the best practice framework for the implementation of Incident Management within the company.

Incident Management is the process that defines an unplanned interruption to an Existing service or reduction in the quality of an Existing service. Failure of a configuration item that has not yet affected service is also considered an incident.

The goal of Incident Management is to restore any service to its normal operation within agreed service level targets and to manage unplanned events which result in the following:

- Interruption to the normal operation of an service
- Report or notice of a reduction in the quality of an service
- Failure of a Configuration Item(s) that has not yet impacted an service

Scope

This policy applies to all personnel and contracted vendors involved in activities that cause or require changes to technology solutions within company Environments. Therefore the scope of the Incident Management Policy includes the following:

- All IT Supported locations
- All environments subject to the Incident Management policy
- Vendor/Partner owned Incidents under company management (e.g., Incidents recorded by a Vendor/Partner and assigned and managed to closure by us)
- Vendor/Partner owned Incidents under Vendor management (e.g., Incidents recorded by a Vendor/Partner and assigned and managed to closure by the Vendor/Partner)
- We owned but Vendor/Partner supported Incidents (e.g., Our created incidents that are assigned to a vendor/partner)

All items not specifically listed within the Scope section are deemed as "Out-Of-Scope".

Policy

The following policy is established for Incident Management:

1. All Departments must use the currently approved documented incident management process and will be reported, recorded, managed and appropriately communicated through the approved channel of communication.
2. All HOD's are responsible for ensuring the Incident Management Process is followed.
3. Upon resolution of an incident, the end user will be notified that the incident has been resolved and restored to normal business function.
4. This policy will compliment and not supersede with other compliance policies of the company.

Exceptions

Any requests for exceptions to this policy must be submitted in writing and will be reviewed on a case by case basis. Exceptions shall be permitted only after documented approval from the IT and Admin HOD.

Policy Compliance and Monitoring

Incidents will be reviewed on a periodic basis by the Incident Management Process Owner to audit policy compliance. This is to ensure that the procedures, guidelines, and standards set forth in the Incident Management Process are adhered to.

For Motisons Commodities Private Limited

Tajveel
Authorised Signatory

