

Security & Reliability

ProjecTools provides a secure, reliable environment for clients to access project information and perform work. All applications and client data resides in a private cloud network with data replication and failover to geographically diverse datacenter equipment. ProjecTools provides 99.5% Network Availability and maintains data according to acceptable industry standards (Redundant Array of Independent Disc [RAID] level 0, 1, or 5).

Employee Policy Controls

- *Communication and enforcement of integrity and ethical values*
 - *Code of Business Conduct*
- *Human Resource policies*
 - *Background checks*
 - *Confidentiality agreement*
- *Segmentation of responsibility*
 - *Access determined and assigned by employee functional area*

Physical Infrastructure Security Controls

- *Physical Infrastructure Security Controls*
- *Doors and cages secured with biometric hand geometry readers or proximity card readers*
- *Minimum of four control points between exterior and customer equipment*
- *Alarm monitoring and intrusion detection including motion, tamper and glass break sensors*
- *30-day video activity storage*
- *Facility design to include controlled access points and reinforced exterior walls*
- *Bullet resistant protection*
- *Motion-detection lighting*
- *Ingress mantraps*

Environmental Control and Monitoring

- *Power systems, including critical electrical components – generators, transfer switch, main switchgear, power distribution units (PDUs), automatic static transfer switches and uninterruptable power supply equipment*
- *The Heating, Ventilation and Air-Conditioning (HVAC) system, which controls and/or monitors space temperature and humidity within the facility, space pressurization, HVAC equipment status and performance and outside air conditions*
- *Fire detection and suppression equipment, such as very early smoke detection apparatus (VESDA), double interlock preaction and detection systems, and zoned gaseous-based fire extinguishing system*
- *Leak detection systems*

ProjecTools data centers meet state and federal regulatory requirements for environmental health and safety, including appropriate written emergency response plans, emergency contacts notification, inventory of hazardous chemicals, personal protective equipment, chemical spill kits and hazard communication/warning signage. "Emergency Standard Operating Procedures (SOP)" contains documentation about the emergency procedures that address fires, bomb threats, severe weather and medical emergencies.

Customer Security Controls

- *Customers sign a contract and nondisclosure agreement*
- *Customers have no access to facility, cage or server(s)*

Confidentiality Statement (Summary)

ProjecTools acknowledges that it will have access to certain confidential information concerning the customer's business, plans, customers, technology, software copyrights, methods and products and other information held in confidence by the customer. Confidential Information shall include, but not be limited to, trade secrets, drawings, specifications, studies, calculations, work product, technical documentation, electronic information, processes, training manuals, designs, cost estimates, bidding processes, business strategies, financial information or any other

information, in tangible or intangible form that is marked or designated as confidential or that, under the circumstances of its disclosure, should be considered confidential ("Confidential Information"). ProjecTools agrees that it will not use in any way, for its own account or the account of any third party, except as expressly permitted by, or required to achieve the purposes of, the ProjecTools contract for services, nor disclose to any third party (except as required by law), any of the customer's Confidential Information.

ProjecTools Application Security

- Customer data, methods, etc. are password protected.
- User logins are segmented by company and user logins and passwords are unique to individual users.
- Role-based permissions assigned by customer to users based on functional area as described below
 - ProjecTools Administrator – Provided access by ProjecTools during implementation, this individual or group adds, deletes and edits ProjecTools subscribed user rights, roles, responsibilities and permissions. ProjecTools Administrator maintains the Global Address Book.
 - Project Administrator – Assigned by the ProjecTools Administrator, this individual or group, adds, deletes and edits internal and external resources (whether ProjecTools subscribed users or non-ProjecTools users), roles, responsibilities and permissions for the project to which they are assigned. Those resources may include:

Project Roles:

- Engineers • Procurement Staff • Document Controllers
- Suppliers • Additional personnel responsible for review and approval of documents, routings, transmittals, RFQs, POs, ITRs and more

Task Security:

For each project role, tasks are assigned individually and specifically and in accordance with need.

Access to Data and Backup Policy

- Software Service Level Agreement
 - 99.5% Network availability guarantee (excludes customer provided internet services)
- Database replication to geographically diverse, disaster recovery site(s)
 - 99.5% Network availability guarantee (excludes customer provided internet services)
- Tape Backup
 - Twice daily
 - Weekly
 - Monthly and stored offsite
- Primary data storage configured according to acceptable industry standards and including Redundant Array of Independent Disc (RAID) level 0, 1, or 5