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Global Technology Hardware Lifecycle Policy

Document Classification: Internal Use Only

Policy No: GITP-004

Version: 1.1

Last Publish Date: 8/25/2022

1. Purpose and Scope

The purpose of this policy is to set forth the basic principles that are fundamental to Brink's Global Technology and represent industry best practices as viewed by Brink's. This Global Technology policy provides the basic boundaries for more detailed procedures and standards. In the event of a conflict between applicable law and Brink's Technology Policies, the applicable law will take precedent.

This policy applies globally to all Brink's employees, contractors, and vendors doing business on behalf of Brink's, and all legal entities and business processes.

The scope of this policy is to establish measures of hardware lifecycle support which will align with business criticality.

This policy applies to all supported Brinks end-user and server/host computing hardware. This includes hardware that are:

- Support server-based workload, housed in a Brinks Global Data Center
- Desktops and/or laptops provided to and utilized by Brinks employees or approved contractors
- Network components, housed in a Brinks Global Data Center or Branch office
- Tablets / mobile
- Handhelds

This policy is limited to overall hardware performance, capacity, availability, and usability. Functionality provided by specific hardware devices are not in scope unless the application is used to support this policy. This policy is not intended to govern business continuity or disaster recovery planning.

2. Policy Statement

2.1. Hardware model must be maintained at a level that is supported by the vendor/manufacturer of the hardware. This insures that Brinks has mainstream support available for hardware.

2.2. Internally developed hardware must have an associated lifecycle. This insures it continues to fit business needs and be supported by the hardware that interacts with it.

   2.2.1. Brinks defines the Internal Lifecycle Stages as:
   - **Initialization** – when the hardware is under evaluation.
   - **Productive** – when the hardware is being utilized and is in a manufacturer supportable/maintainable state. This aligns with the external manufacturer GA phase.
   - **Expiration** – when an alternative is being implemented
   - **Exceptional** – limited to a very specific capability AND the usage is time bound. Exception process must be followed.
   - **Non-productive** – usage is prohibited.

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2.3. The Brinks policy requires that hardware be in the Generally Available (GA) or Productive stage. Once it reaches the Maintenance phase, planning and budgeting for replacement must begin. One year prior to the end of manufacturer support, the replacement planning must have started. The hardware must be replaced before the manufacturer end of support. This assumes that the replacement hardware has been GA for at least 6 months, with at least one patch or update release to the firmware.

2.4. The refresh cycle and depreciation schedule for hardware is as follows:
- **Server/Hosts – 3 years**
- **Desktops and/or laptops – 4 years**
- **Network and Network Security components – 5 years**
- **Tablets/Mobile- 3 years**
- **Handhelds/Mobile Scanners- 3 years**

This is assuming firmware entitlement is available through the life of hardware component.

2.5. Enterprise Architecture (EA) will facilitate the documentation and governance for vendor and internally developed hardware. EA will own the creation of the roadmaps for all hardware with lifecycle state.

2.6. Exceptions to this policy will be allowed on a per-case basis after being reviewed by the Architecture Review Board and subsequently approved the by OCIO and Global Risk & Compliance (GRC).

3. Roles and Responsibilities

3.1. <u>Compliance</u>: All employees, contractors and consultants are required to comply with the policies. An employee found to have violated any Brink's policy may be subject to disciplinary action, up to and including termination of employment. If a contractor or vendor violates a Brink's policy, Brink's may pursue its remedies under the contract, including without limitation, termination of the contract. Management should seek guidance from HR and the Legal Department on these issues.

3.2. This policy applies to all employees, directors, and officers of Brinks, including all of its affiliated entities (being entities in which Brinks controls or owns, directly or indirectly, more than 50% of the outstanding shares) (collectively referred to as "Brinks").

3.3. Questions about the application of this policy generally or with respect to particular circumstances should be directed to IT Enterprise Infrastructure Architecture.

4. References

4.1. <u>Principles</u>: see GITP-001 Global Technology Policy Manual Principles document.

4.2. <u>Related</u>: Standard number or other references, when applicable.

4.3. A full list of controls can be found on the Brink's Resource Library.
<u>Applicable SOX Control #:</u>

Applicable Brink's Common Control #: 41

5. Definitions

5.1. IT Hardware is defined as the physical parts that make up a computer. Our definition includes the components that run application and software that support Brinks' customers and users. This is inclusive of the following components:

- Server/Host – computers that support one or more user in a centralized Brinks Global Data Center
- Desktop and/or laptop – personal or workgroup computer that supports one user and/or used at a branch location
- Network Infrastructure – physical devices which are required for communication and interactions between devices on a computer network
- Tablets / mobile
- Handhelds – operational (should not be bought on ebay)

5.2. **Hardware:** Data Center, branch office, or end-user physical devices that support applications and software used by Brinks employees to perform a business function

5.3. **Application:** A software product or collection of software products used to perform a business function

5.4. **Software:** The programs and other operating information used by a computer

5.5. **Major Version:** A new release that adds features and functionality improvement performance, efficiency and/or usability

5.6. **Minor Version:** A scheduled update to a Major Version that includes bug fixes, improvements and/or enhancements to existing features and functionality

6. Appendices

6.1. Not Applicable

7. Authorization

This policy is authorized by:

Greg Osgood
Vice President Global IT & Shared Services

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Policy Owner: Jeff Gibson, Global IT Sr. Director

Additional Stakeholders: Charles Finklea, IT Director- Global IT Service Management
Thomas Weir, Sr. Director Infrastructure & Operations

8. Change History

Original Issue Date: 05/04/2022

Revision	Date	Author	Revision History
	10/22/2018	Jeff Gibson	Draft
	10/16/2020	Jeff Gibson	Reviewed and updated based on leadership feedback to improve clarity
1.0	03/08/2021	Carrie Rogers	GRC Review and template update
1.0	10/18/2021	Jeff Gibson	Review
1.0	03/03/2022	IT Service Management Team	Review
1.0	03/18/2022	Mark Armour/GRC	Review
1.0	04/18/2022	Greg Osgood	Review
1.0	04/25/2022	Jeff Gibson	Final Review
1.0	05/02/2022	Lisa Marshall	Legal review
1.1	08/25/2022	Carrie Rogers	Updates to template