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JSA Service
Chiller & HVAC Specialists

# JSA Service Cyber / IT Security Policy

The following policy items are in place to protect company devices and information from threats to confidentiality, integrity and availability. These items must be adhered to at all times and have been approved by the highest management.

## 1) Mobile Devices

The following items relating to mobile devices are the responsibility of the assigned user.

1a)

PIN numbers of at least 6 characters must be applied to all company devices and be used to unlock the device before each use. This PIN may be combined with biometrics (facial / fingerprint recognition).

1b)

Staff must not jailbreak any devices used to connect to company data.
The term jailbreaking includes the use of any rootkits, or hardware / software which may bypass a mobile devices' security controls.

1c)

Staff must not install apps from outside the approved app stores. Approved app stored are limited to Apple App Store and Google Play store.

This includes the use of any apps installed from jailbroken sources, or APK files on Android devices where the app has not gone through the relevant protection checks.

Mobile Device Updates

1d)

All mobile devices must be kept up to date by the user assigned to that device.

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1e)

This includes Operating System security updates and application security updates.

1f)

Should the installation not be possible for any reason, company directors should be notified.

**2) Anti-Virus and Anti Malware**

2a)

All devices connecting to company equipment must have a company approved antivirus and antimalware solution installed.

2b)

Antivirus must not be disabled at any time. If any errors or warnings appear within the Anti-Virus solution, let company directors know immediately.

**3) Password-Based Authentication**

3a)

Passwords must be enabled for devices used to connect to company information, and must meet one of the following criteria:

i) 8 Characters with MFA enabled

ii) 8 Characters with common passwords being blocked

iii) 12 Characters

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## 4) Password Usage Advice

4a)

Common or weak passwords must not be used on company devices.
A weak password would be classed as a password with obvious patterns, be easily guessable or not be complex in nature.

4b)

Passwords must not be shared between employees - They must be unique to each individual person.

4c)

Should a password become compromised, or you believe that someone else (internally or externally) may have access to your password or account, company directors must be notified immediately.

An investigation will then follow to determine which systems may be affected and passwords changed accordingly.

## 5) Multi-Factor Authentication (MFA)

Multi-factor authentication helps to prevent brute force password attacks by utilising 2 or more authentication factors. Even if a password was known to a potential attacker, they would not be able to access an account without approval from within an app (or without a text message depending on authentication factor selected).

5a)

MFA must be enabled on all cloud administrator accounts. Authorised MFA factors include text message, Microsoft authenticator app,

5b)

If any company-backed cloud software does not support this software then notify a company director immediately.

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5c)

If you notice that MFA has not been enabled for a cloud account, then notify a company director so this can be investigated.

*From Jan 2023*

5d)

All cloud accounts must have MFA enabled. MFA should be enrolled into during the account onboarding process and must remain in place indefinitely.

## 6) Approved application list

6a)

Staff are only authorised to install software from the prescribed application list. Any requirements for software from outside of this list should be directed to company directors for approval.

6b)

This companies approved software is as follows:

- Adobe Acrobat Reader DC
- Sage 50 Accounts
- Microsoft Office 365
- Microsoft Project
- Microsoft Teams
- Sage 50 Accounts
- Sophos Anti-Virus
- Mimecast Outlook Addin

6c)

This companies approved web browsers are as follows:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox

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## 7) Account Usage

7a)

Accounts must not be used per person and not shared between staff. Passwords must not be given to other staff in order to access another person's account.

7b)

If access to another account is required (due to a staff member being on holiday / maternity leave etc) then a company director must be notified and access granted as a one-off event.

Allan Wilkinson
Managing Director

Date: 06 January 2026

Review: 06 January 2027