



Remote Access Support Policy



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1. Introduction

Agrifirm remote support accounts are used by external suppliers to perform support on the IT-environment of Royal Agrifirm Group.

2. Purpose of Policy

The purpose of this document is to describe the policy rules regarding the usage of the Royal Agrifirm Group Remote Access Support Solution. Every external remote engineer that provides support on the Agrifirm IT-/OT environment must agree with the policies in this document. If the external remote engineer does not agree, then access to the Agrifirm IT-/OT-systems is prohibited!

3. Scope

This document consists the description of the policies regarding the Royal Agrifirm Group Remote Access Support Solutions.

Myapps.agrifirm.com is our Remote Application Solution that allows users to remotely open business applications.

Remotefirm.agrifirm.com is our Privileged Access Management solution and is used within Agrifirm to manage and secure remote access to servers and clients for IT-administrators and vendors.

4. Description of the Remote Access Support policies

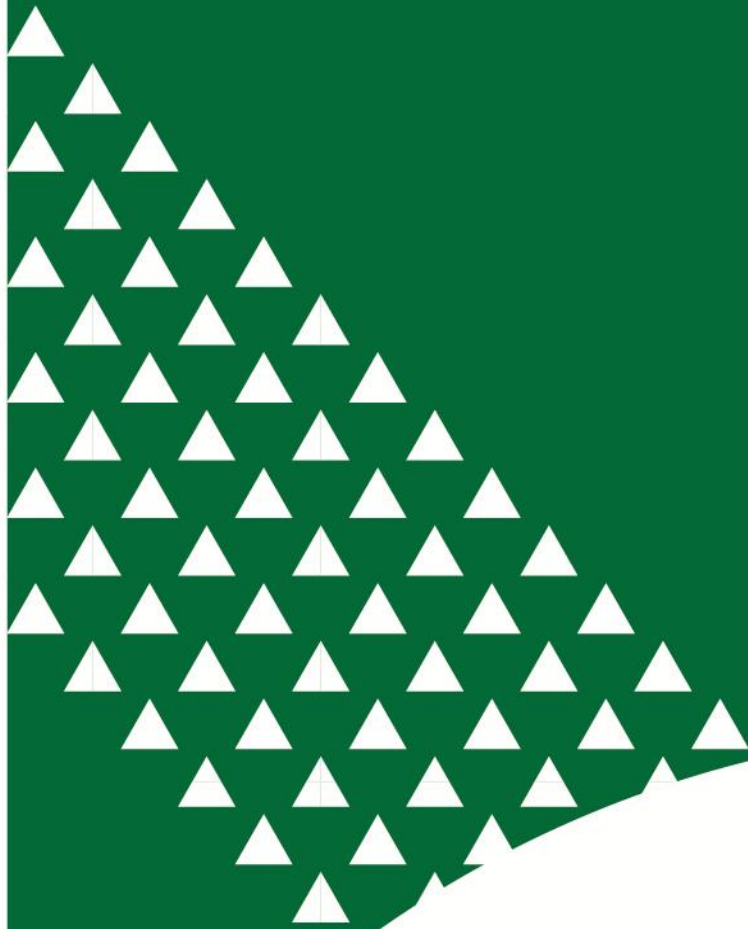
The following policies apply:

- ✓ Remote support engineers gain access to Agrifirm IT-/OT-systems based on a remote support account.
- ✓ Within Agrifirm remote support accounts are defined as Technical Access Management (TAM)-accounts.
- ✓ The remote support account is individual bound and named based:
 - We want to know from IT- and Legal perspective; which individual performs maintenance or provides support on our infrastructure at which given time.
 - For example: we want to know, when maintenance is planned on an server and who will execute the work/activities. From there we can determine the impact on our environment.
- ✓ Account management is the responsibility of Agrifirm Group IT.
- ✓ The remote support account password will expire each 90 days and may only be changed (even when expired) via our self-service portal: <https://password.agrifirm.com>.
- ✓ The remote support account that is used to open our solutions:
 - May not be shared with third parties and colleagues.
 - It is not allowed to share any credentials.
 - It is not allowed to copy credentials to non-Agrifirm sources.
- ✓ The person to whom remote support account information has been provided is responsible for:
 - Account.
 - Usage of the account.
 - Immediately reporting abuse of the account.
- ✓ With the remote support account you can login into our remote solutions:
 - You may only connect to our Remote Access Support Solution via the URL: "<https://remotefirm.agrifirm.com>".
 - You may only connect to our Remote Application Solution via the URL: <https://myapps.agrifirm.com> or the Microsoft Remote Desktop Connection application.

- ✓ In our Remote Access Support Solution you will find shortcuts to your authorized remote access objects:
 - We have a clear separation between Acceptance and Production objects.
 - All changes must first be carried out on the Acceptance environment and may only be carried out after consultation with the key user(s) on the Production environment.
- ✓ To access an object in our Remote Access Support Solution it is mandatory to state for each session:
 - The reasoning: on the basis of which change, incident or service request does the engineer log in (example: access to system x is needed, because of support ticket change/reason y).
 - The time that will be required to perform needed activities.
- ✓ The reason for access to an object and expected time needed will be reviewed by the Agrifirm Business and IT.
- ✓ Remote support engineers only get access to systems within the scope of the relevant support activities. It is prohibited to connect to Agrifirm systems outside of this scope.
- ✓ The usage of the remote support account is logged and recorded by Group IT.
 - This is done, because of auditing, security and change management reasons.
 - Remote access recordings will be archived for the legal period of 28 days.
- ✓ The remote support account is only intended to gain access to servers.
- ✓ To install software or schedule tasks on a machine a separate service account is needed:
 - Service accounts apply to Agrifirm domain and Agrifirm non-domain joined machines.
 - For non-domain machines local service accounts are used.
 - The service account will always be communicated from Group IT to the supplier.
 - The RDP connection for service accounts is always closed.
 - The service account is only intended for installations and changes (run-as service account user). The service account is also the account under which the application runs (for example scheduled tasks, specific windows services, etc.).
- ✓ Each remote access server has an unique administrator account.
- ✓ Security settings on the system may only be adjusted in consultation with a Group IT key user.
- ✓ If a colleague needs access, a remote support account request can be submitted via servicedelivery@agrifirm.com after which the request will be taken into consideration.
- ✓ End user access to our solutions is only supported for: Windows 10 and Windows 11 OS.
- ✓ End user access to our solutions is only supported for: Microsoft Edge Chromium, Google Chrome and Mozilla Firefox.
- ✓ Setups and data may only be shared via the file transfer function. Setups and data must be previously scanned by a virus scanner before it is copied to a remote object.
- ✓ Within Agrifirm IT we work with the following server architecture:
 - Tier 1: RDS session hosts (recognizable by: rhxxx).
 - Tier 2: Application servers (recognizable by: apxxx).
 - Tier 3: Database servers (recognizable by: dbxxx).

Connection wise, tier 1 may only connect to tier 2. Tier 2 may only connect to tier 1 and 3. Tier 3 may only connect to tier 2.

 - By default, we only give suppliers remote access to session host, application- and database servers. Access to shared infrastructure servers will not be given. This is done from a security management perspective. Additional there are also management servers (recognizable by: mnxxx).



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