

# Qatar Rail

## Information Technology (IT) Policy

Qatar Rail is committed to delivering excellence to its stakeholders in all of our activities from rail asset creation projects to effective and efficient asset management by building, operating and maintaining a world class railway for Qatar. To achieve this, Qatar Rail will provide our staff and program partners and customers with the policies, supporting procedures and systems as appropriate. The IT Policy ensures the on-going appropriateness of the performance based IT environment serving Qatar Rail in delivery of the vision, mission and business plan. These goals are driven by our expectations of continual improvement in all activities both within Qatar Rail and our project partners based upon risk and organisational benefit. Qatar Rail will engage with all our staff to ensure this policy is understood and implemented across the business.

Qatar Rail's IT department is compliant with the requirements of International Standard **ISO 27001:2013** as appropriate and is subject to the continual improvement cycle using feedback from our staff and stakeholders and the implementation of an effective planned audit programme.

We will implement our policy by undertaking the following:

- Ensuring Qatar Rail's IT aligns to the business vision, mission, objectives and values.
- Including in the IT environment, as a minimum, the integrity, reliability, availability, performance and cost effectiveness of all IT infrastructures (i.e. hardware, software, network, security, etc.).
- Ensuring Information is only accessible to authorized persons both internally and externally.
- Making certain confidentiality and Integrity of information is always maintained.
- Supporting Qatar Rail to become a leader in rail delivery and operation by providing IT excellence in service desk management, including incident and service requests and their escalation.
- Implementing IT processes and procedures underpinning Qatar Rail's functions which include project delivery and operations.
- Maintaining, controlling, secure electronic data and software owned or licenced by Qatar Rail in line with Qatar and international licence agreements.
- Safeguarding business requirements for the availability of information and minimizing disruptions to IT services.
- Developing and maintaining IT management systems with up-to-date, global best practice appropriate to Qatar Rail.
- Develop and maintain web-services to communicate Qatar Rail information including performance data, strategy and management systems, required to support business operations.
- Making certain requirements to protect Qatar Rail's information is included in all relevant contracts.
- Ensuring all applicable regulatory and legislative requirements is always met.
- Ensuring Qatar Rail's IT awareness, training and information security education is appropriate and embedded throughout the organisation.

This policy will be reviewed annually as a minimum and any changes will be communicated to stakeholders as appropriate.

The successful implementation of this policy is underpinned by my continual commitment and that of Qatar Rail, project partners, management and staff at all levels to provide an effective IT environment in delivering a world-class rail network.



Eng. Saad Ahmed Al Muhannadi  
Chief Executive Officer