

Supplier Acknowledgement Form

Security and Protection

DEWA places high emphasis on information security and ensures protection of critical and classified information through appropriate and defined security controls. For the purpose of this Acknowledgment, the term, External Party, shall refer to and shall mean and include, but not limited to, DEWA's Suppliers, Vendors, Contractors, Subsidiaries, Consultants and Sub- Contractors. DEWA expects the External parties who have access to DEWA's information to adhere to the obligations of confidentiality, comply with DEWA's Information Security Policies applied in the infrastructure and use DEWA's information in a secure manner. All External party personnel related to applicable DEWA Contracts and / or Supplier provisions are expected to adhere to DEWA's Policies and Procedures embedded in the services, including the following:

1. All information received from DEWA shall be used for only the purposes originally intended and not for any other purposes.
2. All External Parties shall secure any documentation when received from DEWA to protect its confidentiality and integrity. All External Parties shall adhere to any applicable regulatory, legal and compliance requirements.
3. All External Parties shall handle, store, use and/or dispose any information of DEWA in a secure manner, including associated data handling requirements. Specifically, External Parties shall not retain DEWA information on any cloud based IT infrastructure outside UAE boundaries and/or beyond the confidentiality period.
4. All External Parties shall ensure to provide access only to legally authorized person on 'need-to-know' and 'need-to-use' basis when providing access to or sharing the documents/ information related to project undertaken for DEWA. Any access violation, access breach or potential breach observed by the supplier account holder shall be brought to the notice of DEWA information security department through available channels and contacts of DEWA.
5. All External Parties who have been provided access shall maintain sufficient access control mechanisms to allow fine-grained access control, and identification, authentication and monitoring of individual authorized users and shall cooperate with DEWA in the event of security breaches or potential security breaches during analysis and investigation of incidents.

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6. All External Parties shall have adequate physical security mechanisms to ensure information is safe from unauthorized access, modification or disclosure. All External Parties are expected to have a security function... and / or processes... proportional to their size and operations, adequately supported by the appropriate information security policies and processes.
7. All External Parties shall seek periodic training to their employees regarding information security and also reinforce specific requirements, whenever needed, pertaining to DEWA information.
8. All External Parties are expected to conduct periodic self-assessments (at least annual) to assess compliance of their information security policies and shall share the evidence of compliance to DEWA WHEREVER APPLICABLE and upon request for understanding the security posture of access, including tracking incidents, suspicious activities and breaches, if any.
9. The External Party agrees and confirms that failure to adhere to the terms of this Acknowledgement shall be construed as a breach of its obligations under the access provisioned and the External Party shall indemnify DEWA from any and all losses or damage that it may suffer as a result of External Party's breach.
10. This Acknowledgement shall be governed and construed in accordance with the laws applicable in the Emirate of Dubai and on UAE.
11. The executed Non Disclosure Agreement(NDA) with DEWA will apply in addition to this Acknowledgement Form and in the event of any conflict with the terms of the signed NDA with DEWA, the terms of the NDA shall prevail.

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