



# Cloudstaff Security

Keeping your staff and data safe



**Office security should be a priority for every business.**

While requirements may vary depending on individual needs, a minimum level of security is critical.

Cloudstaff takes security very seriously and as such, offer a number of options to satisfy the varied levels of security required by modern businesses.

We conduct a thorough security analysis of all Cloudstaff workplaces to identify any possible issues. This allows us to maintain the high levels of security that our customers demand.

## Protecting your office and staff

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Cloudstaff has a number of security protocols and policies in place to protect both your Cloudstaffers and your office space, these include:

- ✔ Secure locations;
- ✔ Guards and patrols;
- ✔ Biometrics and alarm systems; and
- ✔ Monitoring.

## Protecting your IP

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Protecting your corporate information is vital part of your business. We have a number of security implementations to keep your information safe, including:

- ✔ Secure printing;
- ✔ Document shredders;
- ✔ Surveillance;
- ✔ Regular software updates;
- ✔ Computer security;
- ✔ Employee screening.

## Disaster recovery

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The productivity of your staff is critical. As a result, we have designed our systems and infrastructure to be resilient and agile.

**The Cloudstaff Platform has been designed with reliability and redundancy in mind.**

Our workplaces are entirely modular and while all have redundant power, connectivity and hardware, there can still be issues that may affect the delivery of time-critical tasks.

In the event of a catastrophic failure, your entire team can be relocated quickly and easily to another Cloudstaff location with minimal downtime.

## Employee screening

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### STANDARD SCREENING

#### **Educational attainment**

Verification of education credentials to confirm the level of educational attainment.

#### **Previous employment check**

Verifying performance records with previous employers with an emphasis on true positions, duties and responsibilities, punctuality, performance output, pending money or property accountabilities, disciplinary sanctions, reputation, character and reasons for separation.

### OPTIONAL SCREENING

#### **Birth records**

Verification of birth records to check identity The certificate of live birth of an individual is checked with the issuing City and or Municipal Civil Registrar.

#### **Neighborhood check**

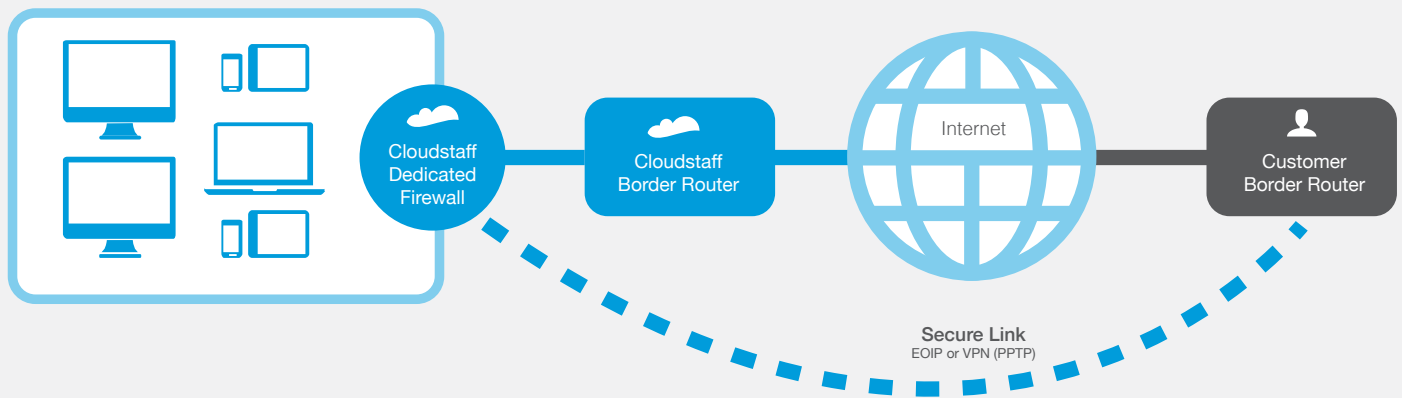
Confirmation of address and residential status of a candidate (permanent resident or not) to review reputation and character in the community.

#### **Criminal history check**

Check criminal history from Police and Criminal Court records to identify any issues that may affect candidate eligibility.

#### **Credit check**

Check outstanding obligations in litigation or that have been referred to collections agents due to non-payment.



## Dedicated firewall

For customers who want an added layer of physical security, Cloudstaff Dedicated Firewall is the perfect solution. It ensures you have full control over the devices and the type of data that is allowed to travel on your VPN.

### FEATURES

- ✔ Physical hardware firewall;
- ✔ PCs in your remote office must be physically connected to this device to access your VPN;
- ✔ Ability to select which type of data is allowed on the VPN;
- ✔ RDP for remote services;
- ✔ VoIP for voice traffic;
- ✔ Ability to limit the number of devices which can be connected to the firewall;
- ✔ Limit devices based on MAC address;
- ✔ Force DNS lookups to selected IP addresses.

### BENEFITS

- ✔ Limits remote PCs from accessing non-authorized services;
- ✔ PCs infected with viruses cannot communicate with other systems;
- ✔ Unauthorized applications on workstations can not access the internet or your network.



## Security Options

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### LEVEL 1 SECURITY

The Level 1 security option is designed for customers whose target client base are typically internet users. The price of this security offering is included in the standard Cloudstaff fee.

#### Features

- ✓ Perimeter security guard;
- ✓ Trained staff;
- ✓ Shared office suite environment CCTV;
- ✓ Shared internet connectivity; and
- ✓ Staff bonded with disclosure statements.

### LEVEL 2 SECURITY

The Level 2 security option meets the needs of most organizations and offers a private office space for your staff. This is ideal when your staff are performing voice work or if your staff need a private environment.

#### Features

- ✓ Perimeter security guard;
- ✓ Private office suite;
- ✓ Trained staff;
- ✓ CCTV with remote viewing capability;
- ✓ Optional dedicated E1 link direct from ISP;
- ✓ Shared internet connectivity; and
- ✓ Staff bonded with disclosure statements.

### LEVEL 3 SECURITY

The Level 3 security option is our most secure offering. It is designed for customers who work with highly sensitive information such as pre-release software, banking, credit card or insurance information.

#### Features

- ✓ Perimeter security guard;
- ✓ Private office suite;
- ✓ Trained staff;
- ✓ Dedicated suite security guard;
- ✓ Devices restrictions;
- ✓ Metal detector checks;
- ✓ CCTV with remote viewing capability;
- ✓ Shared internet access Link;
- ✓ Optional dedicated E1 links direct from ISP;
- ✓ Biometric access; and
- ✓ Staff bonded with disclosure statements.

## Security options compared

### PHYSICAL SECURITY (INTERNAL)

	Level 3	Level 2	Level 1
All activities occur within a separate secured area of our office	✓	✓	✗
Biometric access to area	✓	✓	✗
Only accessible by persons authorized by you	✓	✓	✗
All entries and exits to your area guarded by a dedicated security guard 24x7	✓	✗	✗
Device restrictions (no phones/tablets are permitted unless authorized)	✓	✗	✗
No pen or paper is permitted in room (unless authorized)	✓	✗	✗
Removal of ANY equipment requires SMS approval	✓	✗	✗
All equipment added or removed is recorded by security	✓	✗	✗
Metal detector on both entry and exit	✓	✗	✗
Physical security pat-down on both exit and entry	✓	✗	✗
CCTV density (area covered by each camera)	4m <sup>2</sup>	8m <sup>2</sup>	16m <sup>2</sup>
Remote viewing of CCTV	✓	✓	✗
Emergency evacuation policy customized for your needs	✓	✗	✗
UPS runtime	60min	15min	15min
Backup power	✓	✓	✓

### PC SECURITY (PERIMETER)

	Level 3	Level 2	Level 1
Local destruction of storage media (Hard Disk, SSD, CD-ROM)	✓	✗	✗
Removable media restrictions on PCs (No CD Drives)	✓	✗	✗
Disabled USB ports on PCs	✓	✗	✗
Bluetooth and WiFi connectivity disabled	✓	✗	✗
Custom O/S build from your SOE (performed in room)	✓	✗	✗

### PHYSICAL SECURITY (PERIMETER)

	Level 3	Level 2	Level 1
Entries are guarded by a dedicated security guard 24x7	✓	✓	✓
Removal of ANY equipment requires signature	✓	✓	✓

### NETWORK SECURITY

	Level 3	Level 2	Level 1
E1 incoming internet connectivity	Optional	Shared	Shared
Switch infrastructure	Dedicated	Shared	Shared
PIX firewall infrastructure	Dedicated	Shared	Shared
Redundant up E1 internet link	Optional	Optional	Optional



	Level 3	Level 2	Level 1
<b>PERSONNEL SECURITY &amp; TRAINING</b>			
TrueCrypt training	✓	✓	✓
KeePass 2 training	✓	✓	✓
Data security awareness course	✓	✓	✓
Staff bound by disclosure statements	✓	✓	✓
All staff are employees of Cloudstaff (no third-party staffing organisations)	✓	✓	✓
Staff activity logs (logging in and out)	✓	✓	✓
Criminal record check	✓	✗	✗
<b>GOVERNANCE AND STANDARDS</b>			
ISO 27001 compliance	✓	✓	✓
Change control	✓	✓	✓
Incident management	✓	✓	✓