

Physical Security and Environmental Controls Policy

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Approved by:

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1. Purpose

This policy protects Tree (tree.com.hk) data assets through physical security and environmental safeguards at offices, server rooms, and other locations where company equipment and information are stored.

2. Scope

This policy applies to Tree (tree.com.hk) IT environment, including:

System / Asset	Description
File Server	Central storage for company files and shared data
QuickBooks	Accounting and financial records
POS System	Point-of-sale terminals and transaction data
Online Sales System	E-commerce and online order processing
Office Users + PCs	Staff workstations (tree.com.hk accounts) at office locations

Also covers the **HQ office server room** (where the file server is located), network equipment, and any storage media connected to the above systems.

3. Physical Security Controls

3.1 Access Control

- The **server room** is located at the **HQ office**.
- Physical access to the server room is managed by **Admin**.
- Unauthorized persons must not enter the server room without approval.
- Visitors must sign in and be accompanied in sensitive areas.

3.2 Equipment Protection

- The **file server** and network equipment must be kept in a locked or controlled area.
- **POS terminals** must be positioned to prevent unauthorized access and tampering.
- **Office PCs** (tree.com.hk) must not be left unattended in public areas.
- All devices must be locked when stepping away from workstations.

3.3 Clear Desk and Clear Screen

- Confidential documents must not be left on desks when unattended.
- Screens must be locked when not in use.
- Sensitive papers must be stored securely or disposed of properly.

3.4 Asset Disposal

- Old equipment and storage media must be wiped or destroyed before disposal or reuse.
- Disposal must be handled by IT or an approved vendor.

4. Environmental Controls

4.1 HQ Server Room

The file server and related network equipment are housed in the **server room at HQ office**. Physical and environmental monitoring of this room is handled by **Admin**:

- Suitable temperature and humidity
- Fire detection or suppression where required
- Uninterruptible power supply (UPS) to allow safe shutdown during power loss
- Protection against water damage and physical hazards

IT is responsible for the technical operation of equipment; **Admin** is responsible for the physical premises and environmental conditions of the server room.

4.2 Office and POS Areas

- **Office PCs** should be connected to stable power and company network.
- **POS terminals** should have reliable power and network connectivity for daily sales operations.
- **Online sales system** hosting (on-premise or cloud) must meet vendor environmental and uptime requirements.

5. Responsibilities

Role	Responsibility
Management	Approve physical security measures for company premises
Admin	Manage physical access, visitor control, and environmental monitoring of the HQ server room
IT Team	Maintain server and network equipment; manage equipment disposal
End Users (tree.com.hk)	Lock devices, protect company assets, and report security concerns

6. Review

This policy will be reviewed at least once per year.