# Cyber Security Statement

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# FIREM is an all in one, whole of building fire panel event management solution, powered by the cloud.

## Fire Indicator Panel (FIP/FACU)

A Fire Indicator Panel (FIP) or Fire Alarm Control Unit (FACU) is a component of the customer fire alarm system receiving and processing signals from initiating devices or other FIP/FACU.

## FireM Edge Device

FireM Edge Device connects to both the FIP/FACU and FireM Cloud Platform, providing data processing and transmission functions.

## FireM Web Portal

FireM Web Portal provides configuration management, user management and data processing functions.

## FireM Device Manager

FireM Device Manager provides remote configuration, update and monitoring functions for FireM Edge Devices.

## FireM Cloud Platform

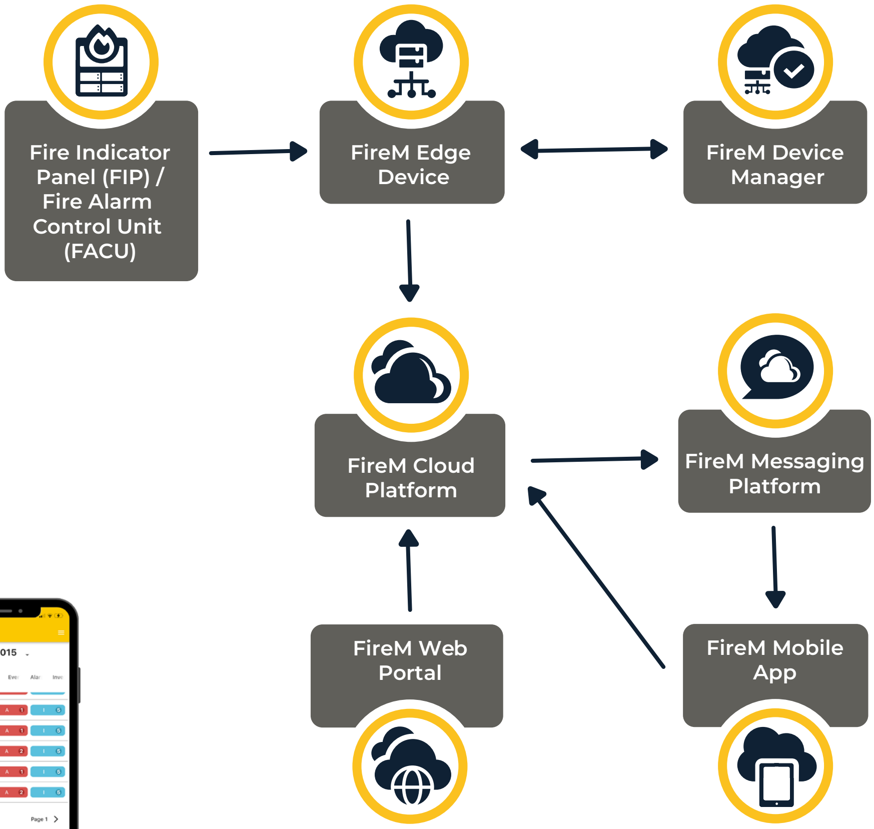
FireM Cloud platform provides data storage, data processing and user management services for FireM users.

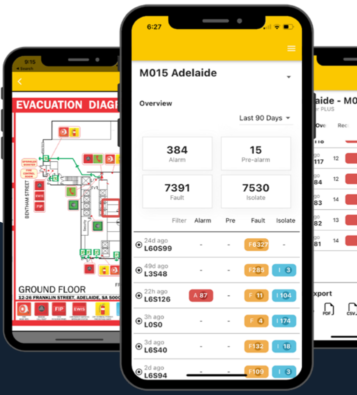
## FireM Messaging Platform

FireM Messaging platform provides immediate notifications to mobile devices using XMPP (with SMS fallback).

## FireM Mobile App

FireM Mobile App provides individualised reporting and notification services, optimised for mobile devices.





M015 Adelaide

Overview

Last 90 Days

| 384 | 15 |
|---|---|
| Alarm | Pre-alarm |
| 7391 | 7530 |
| Fault | Isolate |

| Filter | Alarm | Pre | Fault | Isolate |
|---|---|---|---|---|
| 24d ago<br>L6OS99 | - | - | F 6327 | - |
| 49d ago<br>L3S48 | - | - | F 285 | I 3 |
| 22h ago<br>L6S126 | A 87 | - | F 11 | I 104 |
| 3h ago<br>L0S0 | - | - | F 4 | I 174 |
| 3d ago<br>L6S40 | - | - | F 132 | I 18 |
| 2d ago<br>L6S94 | - | - | F 109 | I 3 |

# FIREM integrates security into all aspects of component design, deployment and operation.

## FireM Portal Security

FireM's web and mobile portals are built with a secure software development methodology and subject to regular security testing. Authentication to the portal includes multi-factor authentication options.

## Network Security

One-way FIP/FACU network communication to Edge Device and then on to Cloud Platform. All data is encrypted in transit. FireM traffic utilises cellular connectivity, isolated from the client network.

## FireM Device Manager

The Device Manager is a secure, hardened platform that uses secure VPN tunnels and client certificates to connect to Edge Devices. It actively monitors network traffic and blacklists any unauthorised activity.

## Data Security

FireM collects no personal data in its operation. Client user accounts are created to access the web portal. All stored data is encrypted. Fully auditable event message flow from FireM Edge Device to FireM Cloud Platform. FireM can meet data sovereignty requirements for each region as required.

## FireM Cloud Platform Security

FireM's Cloud Platform is powered by Google Cloud, which is a secure platform certified and audited to international security standards, including ISO 27001/27017/27018 and SOC 1/2/3.

See: cloud.google.com/security

## FireM Edge Device Security

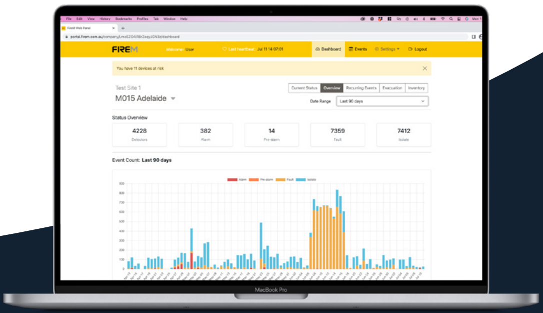
The Edge Device is a secure and hardened server appliance managed, updated and monitored by the FireM Device Manager through a secure VPN tunnel with client certificate. The on- device firewall allows outbound connections only, rejects all incoming connection requests and securely transmits its data to the Cloud Platform.

## Security Governance

FireM's security governance framework and architecture is aligned with internationally recognised information security frameworks, including ISO 27001 and NIST 800-82.

## Security Operations

The FireM production support team monitor all alerts from the FireM platform and activate the FireM incident response plan.



portal.firem.com.au/company/Lmo5ZO4iRBrZeqyJGN3z/dashboard

Welcome: User

Last heartbeat: Jul 11 14:07:01

You have 11 devices at risk

Test Site 1

M015 Adelaide

Date Range: Last 90 days

Status Overview

| 4228 | 382 | 14 | 7359 | 7412 |
|---|---|---|---|---|
| Detectors | Alarm | Pre-alarm | Fault | Isolate |

Event Count: **Last 90 days**

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