



Hardware and Software End of Life Standard

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REVISION HISTORY

This revision history lists all changes to this document, the date of each revision, and the reason for each revision.

<u>Rev.</u>	<u>Rev. Date</u>	<u>Revision Description</u>
1.0	11/01/2025	Initial Version

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1 Executive Summary

This document outlines RXO's enterprise-wide standard for managing the end-of-life (EOL) of hardware and software assets. As part of our commitment to operational excellence, cybersecurity, and regulatory compliance, RXO enforces a structured lifecycle management approach to ensure timely identification, risk assessment, and decommissioning of aging technologies. The standard applies to all RXO-managed environments. It mandates proactive governance through asset tracking, executive oversight, and secure disposal protocols. It also integrates enhanced security controls for EOL systems, including vulnerability scanning, access restrictions, and configuration management aligned with CMMC and GRC frameworks.

By enforcing this standard, RXO mitigates risks associated with unsupported technologies, ensures continuity of operations, and maintains compliance with internal and external audit requirements. Exceptions are tightly controlled and subject to executive approval and periodic review. This policy empowers stakeholders across IT, InfoSec, and business units to make informed decisions about asset lifecycle, while reinforcing RXO's strategic priorities in resilience, security, and modernization.

2 Purpose

The purpose of this document is to define RXO's governance, risk, and compliance (GRC) standards for managing the lifecycle of hardware and software assets, ensuring secure, efficient, and compliant operations across the enterprise.

3 Scope

This standard applies to RXO, Inc., including all subsidiaries, divisions, and operating entities. All directors, officers, employees, agents, contractors, and third parties acting on behalf of RXO must comply with this policy. It applies to all RXO-managed hardware and software assets; all environments: production, development, QA, and UAT; and all stakeholders: IT, InfoSec, GRC, and business owners.

4 Hardware and Software End of Life Standard

4.1 Lifecycle Milestones

RXO recognizes the following lifecycle stages for hardware/software:

- End-of-Sale (EOS): Vendor stops selling the product.
- End of Software Maintenance: Last date for updates and bug fixes.
- End of Support (EOSL): Final date for technical support or repairs.

Each milestone is tracked in RXO's Asset Management Program and CMDB, with risk ratings assigned to assets nearing or past EOL.

4.2 Governance Requirements

a. Asset Identification and Registry

- All hardware/software assets must be inventoried in RXO's CMDB.
- EOL dates must be documented and reviewed quarterly.
- Network and voice engineering teams are responsible for maintaining the EOL registry.

b. Risk Assessment and Executive Approval

- Assets past EOL require a formal risk assessment.
- Continued use must be approved by RXO's executive leadership.

c. Decommissioning Protocol

- Decommission plans must be created for all EOL assets.
- Replacement timelines and responsible owners must be assigned.
- Disposal must follow RXO's secure data destruction and asset retirement procedures as documented in the RXO IT Asset Disposal Standard.

4.3 Security and Compliance Controls

a. Vulnerability Management

- All EOL systems must undergo enhanced vulnerability scanning and follow the RXO Vulnerability Management Standard.
- Technical owners must enroll systems in RXO's scanning tools (e.g., Qualys).

b. Configuration and Change Management

- Changes to EOL systems must be logged, reviewed, and approved per RXO's CMMC-aligned configuration management policy.

c. Access Restrictions

- Logical and physical access to EOL systems must be tightly controlled and documented.

4.4 Monitoring and Reporting

Monthly status reports must be submitted to GRC and InfoSec. Reports include:

- Asset aging
- Disposal status
- Redeployment utilization
- Financial impact

4.5 Awareness and Training

- All stakeholders must be trained on EOL policies.
- Awareness campaigns are conducted during quarterly IT town halls and CAB meetings.

5 Responsibilities

IT and Security Teams

- Ensure the implementation of this standard across the company.
- Conduct regular audits to ensure compliance with this standard.

System Administrators

- Ensure all company devices are managed to this End of Life standard.

6 Compliance

Non-compliance with this policy may result in access restrictions to affected systems or disciplinary actions as per RXO's guidelines.

7 Exceptions

Exceptions to EOL standards must be documented to include a valid business justification and approved in writing by the CIO, CISO, or their delegates.

All exceptions are subject to periodic review and may be revoked based on risk posture.

8 Review and Updates

This standard will be reviewed annually, or upon major infrastructure or threat landscape changes, or as required due to changes in business or technical requirements.

9 References

- NIST SP 1800-5: IT Asset Management
- NIST SP 800-88: Guidelines for Media Sanitization
- RXO Asset Management Policy
- RXO IT Asset Disposal Standard
- RXO Vulnerability Management Standard

Certificate of Review

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