APPENDIX A

IT STAFF

WELCOME to IT Team of Top Glove's Group of Companies. You have joined the IT team who are dedicated to support Top Glove's vision in its further development as an IT oriented company. You are now to contribute your expertise in IT to win more and more awards.

Responsibility

You are responsible to troubleshoot, in other word, help other staff when they face problem with IT support within your entrust factory. You are to adopt the environment and people within the factory, IT team and within the Top Glove Group of Companies.

On top of it, you are to check on the cables neatness for IT equipments within your Factory. Provide help to clean the messy cables. Also to make sure that all IT equipments are properly labeled. All your belongings, monitor, CPU, VoIP phone, keyboard and mouse must have PIC label.

Your daily performance will be measured. For this purpose, you are to submit Daily Working Report (DWR) to your superior; listing down all your activities / task on the day via email. Your email must contain Top Glove's Business Direction.

ERP

In common, there will be 4 main menu for IT staff, namely Document Management System, MRF, Payroll and Human Resources Management.

Warning:

IT staffs are not allowed to patch any ERP programs except the latest program / sp from the \\f3-server\genquest\ folders. This is ensure that the programs are vetted and correct.

Updated Oct 2010

If any IT staff found to patch any program (except with permission from the IT Senior Manager) - a reminder letter with RM 10/= will be issued.

MRF is an online reporting system. Any breakdowns or issues will

be reported via MRF. As an IT staff, you are supposedly to attend IT related reports within your factory and team, but not limited to this, you can extend and attend reports from other factories and teams as to assist your team member.

MRF (Management Reporting Frame)

The number of MRF you attended is one of the KPI measurement.

This a system for users to log reports. All MRF issued to IT team must be attended by IT team in timely manner. Once the job is completed / solved, click on the completed button. If you are unable to complete the job, click on the 'pending / In Progress' button.

Take note of the 'remark' column. The remark of the attended MRF and for pending status must have date followed by the description of the job done / pending on the day. Pending MRF for a longer period will effect your KPI.

Update Oct 2010

CCTV and DVR Camera's in operation

CCTV's are located in all factories. There are all together 78 DVR and 957 camera's in operation in TG.

There are total of 56 DVR and 607 camera's in operation in TG Malaysia alone. Whereas, in Thailand there are 11 DVR and 174 camera's and 11 DVR and 176 camera's in China.

When you encounter problem, issue MRF to IT Project Team.

You can only view your own respective factory's CCTV. Permission to view other factory's CCTV will only be granted upon request. This is to reduce traffic.

Updated Oct 2010

 Refer to tg-san for the CCTV layout:

\\tg-san-1\IT\Tee - team\CCTV latest plan\Latest CCTV plan 010310

Email configuration

To configure thunderbird refer to \\it9_jelvin\Documents for the 'user guide – setup thunderbird' or refer to \\it9_jacky\software\thunderbird

PC naming convention

The workgroup is Tgxx (where xx denotes factory). This will follow the ERP setup for that factory. The PC name will be XXXXX_<username>. Please check with the hardware team to ensure what XXXXX is and the username.
We will check the IP address and also the PC user name for audit purposes.

IT Weekly Meeting

A weekly IT meeting will take place every Friday at 4.30pm for Klang based TG Companies. It is compulsory for IT staffs to attend this weekly meeting to discuss the progress of the team. A weekly meeting announcement will be sent out and responsible staff on the subject matter must provide the related information. Every staff must provide their IT related work progress for the week as comment for the weekly meeting. Training Letter with RM2 penalty will be imposed for non submission of comment before the due date. The comments should not be repeating.

Apart from the weekly comment, the selected staffs are responsible to provide comments on the IT related technologies by reading the indicated chapter sent by Mr. Kelvin Yong. A rotation based minutes writer and CCTV spot check is currently being practiced. The respective staff must be accountable for the delegated duties. It is the staff's responsibility to inform before hand if you could not attend the meeting and exemption is upon approval from Mr. Kelvin Yong.

IT Group Meeting

A group meeting will be held once every two months where IT staff from all TG Group of companies will participate via conference call. The meeting will be scheduled and an email will be sent out to all IT staff. Attendance is compulsory unless exemption is provided by Mr Kelvin. Every staff must provide their IT related work progress for the month as comment for the

monthly meeting. Training Letter with RM2 penalty will be imposed for non submission of comment before the due date.

Other Meetings

There will be team meetings and / any meeting for purpose as to discuss any important matter arise. IT staff must be aware to the e-mail announcements sent regarding the meeting.

Teleconferencing

We are using Open Source Software based teleconferencing. The server has more features than conventional PABX and supports IP Phone and it is free. Teleconference meeting rooms allows multiple people to connect at one time. For group meetings / teleconferencing, please dial 100 88 5000. 100 is for VoIP, 88 for server and 5000 the teleconference room.

Frequently Asked Questions

Q: What is our IT policy?

A: Please refer to \\tg-san-1\IT for all our IT policies.

Q: Who should I consult before installing any software in the PC that is provided to me?

A: You must consult with Hardware Team.

Q: How long usually it takes for a new employee to learn and be able to go on a specific task assignment?

A: Depends on the staffs capabilities. You can always check with your team leader if you have any problems.

Q: Is there any handbook or intranet site for new employee to refer to know more about the team's members?

A: You can refer to organisation chart made available at our intranet.

Q: Is there any sharing folder to learn on programming skills?

A: Refer to \\Tg-san-1\IT. Use your email login id and password.

Q: Where should I store & share my documents?

A: Store it in local hard disk and share the folder.

Q: Where can I do some dummy test before my assignment go live?

A: Test it in test environment. Please contact your Head of Team to find out.

Q: Where is the server room / data center and what is the access right?

A: Server room is located at Factory 9, Ground floor and access via biometrics access. No one is allowed in except YC, Jelvin, Jacky, Ms Annie, Mr Tan and Mr Kelvin.
A secondary server room will be up in Factory 21 by January 2011 and this is controlled by the Mr Ng.

Q: Any hardware and software requirement?

A: The requirement depends on the users.

Q: What type of IT forms available?

A: Refer to our intranet.

Q: What is the requirements to apply any IT Services?

A: Via MRF.

Q: What type of software licensing available?

A: No licensing required by Open Office Software.

Q: Any rules at our work station for IT staff such as eating, listening to music with earphone and decorating our workstation (ex: wallpaper of our PC, posters or stickers that can be put up and others)

A: No external device is allowed. Download the standard TG wallpaper on monthly basis. We do not encourage listening to music during working hours.

Updated Dec 2010

Updated January 2011

Q: The procedures or guideline to follow for the production spot check that is to be conducted by all staff.

A: Check with respective company secretary for all spot checks including.

Q: The dressing attire for staffs including on Saturday and other public holidays if you are required to work.

A: We encourage all IT staff to dress appropriately and not be too casual in order to project a professional image. Staff working in corporate offices are encouraged to wear a tie.

Q: Do I have to work on public holidays ?

Updated Dec 2010

A: Due to nature of our work, we require all IT staff to take turns to work on public holidays. There is a yearly schedule prepared. The reason is while we may have a public holiday the other countries may not. As our support is worldwide we would require the IT staff to come in. You will get a replacement holiday by filling up a form and getting the HOD to approve.

Q: Why do I have to attend so many meetings ?

Updated Dec 2010

A: The meetings are part of the company culture. Treat the meetings as a learning session where you can get to know more about what is happening in the company. It is also compulsory to attend these meetings and you must always try to arrange your external meetings AROUND THE COMPANY'S MEETING. If you are unable to attend – it is your responsibility to ensure that someone else from IT department attends on your behalf – failing which a training letter will be issue.