



TOP GLOVE GROUP OF COMPANIES

IT Policy

Handbook

| | | | |
|------------|---|-------------|---|
| Created by | Jothi Letchumy Geevaretnam (Senior IT Officer) | Approved by | Kelvin Yong Tien Siew (Head of IT - Senior IT Manager) |
| Created on | July 2010 | Approved on | August 2010 |

**REVISED AS AT
July 2011**

Comments and feedback, please e-mail to tsyong@topglove.com.my

1. Introduction

WELCOME to Top Glove's Group of Companies.

You are now with world's largest rubber glove manufacturing company.

There are five IT Teams namely Hardware Team, Project Team, ERP Team, R&D Team and Open Source Team responsible for each and every specific IT task in Top Glove Group of Companies. IT organization chart is available at our intranet at <http://dnssvr/>.

Top Glove's IT team have won awards in the past years.

Awards won by IT team:

CIO Awards 2010

IDC Enterprise Innovation Awards 2010 for our ERP System

2. Responsibilities

You are to abide by all the rules imposed by IT Team while using any IT equipment.

You are to wear your TG badge at all times while you are within the company / Factory premises.

(updated september 2010)

You are to make sure all your IT equipment such as monitor, CPU, VoIP phone, keyboard and mouse have PIC label. Top Glove's business direction must be displayed at your monitor. Your table must display 'No Cheating' label. You are to check on the cables neatness for IT equipments and clean the messy cables. You can get the labels for factory admin / HR.

All staff are responsible to upkeep all IT equipments within Top Glove Group of Companies. The respective staff is in-charge to upkeep all the IT equipments provided to them. Any misconduct or vulnerability to IT equipment will result to disciplinary action. Downloading of illegal or unauthorised software is prohibited.

(updated October 2010)

All PC in your factory must have the company wallpaper, which will be changed every month. The wallpaper and updated e-mail contacts will be sent via e-mail every 1st of the month by IT Department. It is your duty to change the wallpaper and update your e-mail address book accordingly. If the wallpaper is not updated a Training Letter will be issued.

You are to submit a Daily Working Report (DWR) to your superior; listing down all your activities / task for the day via email. If you are unable to send the DWR due to e-mail problem, contact IT support immediately.

3. Requesting IT facilities

3.1 Procedure

All IT facilities request requires an approval from HOD / HOF and approval from IT department. All request must be accompanied by the approved form that is available on our intranet.

3.2 Photocopier / Printer / Scanner

You will need to get your pin number from the IT department for the photocopier/ printer/ scanner machine. IT Team will configure the access for you. All your printing, photocopying and scanning will be counted.

3.3 Personal IT equipments

(updated May 2011)

You are not allowed to bring in your personal laptop, camera, thumb drive, external hard disk into the company as there are legal and security risk involved. Training Letter or Reminder letter will be issued for such incidents depending on the severity of the case.

4. Biometrics Access

Top Glove group of companies have implemented biometrics for time attendance and access control.

You are to register your fingerprint in the ERP HRMS system with the HR / IT department. All employees are required to scan their finger each time when they are reporting to / off duty and each time they leave the Factory premises or traveling between factories.

(updated October 2010)

There must be at least 1 minute time interval in between 2 finger scans within the same factory. Eg: If you scan IN and would like to leave immediately, you must wait for at least 1 minute before the scan OUT. The system will accept the finger scan as 1 if scanned within 1 minute.

4.1 Attendance

Attendance will be recorded in ERP's Payroll system.

(updated September 2010)

Employees who leave the factory premises even for few minutes must scan in and out in order to prevent cheating. Else, there will be a deduction in their attendance allowance. Punctuality holds great value in TG. Employees must strictly follow the specified working hours, tea break time and the lunch break.

(updated October 2010)

Employees can check their attendance report from ERP System. This records will be shown in the ERP Payroll Time Attendance, which will be updated by 11am on the following working day. Accounts Department will be responsible to print out the monthly attendance for verification.

4.2 Leave Application

(updated February 2011)

All leave application must be done via the eLeave module in ERP Human Resource Management System. These records will be shown in the ERP HRMS Inquiry Leave Application. Any incorrect information must be reported to accounts department immediately.

(updated September 2010)

Active employees medical examinations and medical fees will be recorded in ERP via E-clinic system.

4.3 Training / Reminder / Warning & Reward Letter

These letters will be issued to ensure you are an efficient and effective worker for the company. Training letters, reminder letters and warning letters will effect your annual increment, bonuses and other company benefits. In order to offset this, you will need to get more reward letters.

For a complete list please check with your respective HR department.

5. CCTV Surveillance

TG is under 24 hours CCTV surveillance to monitor any misconduct of the employees. This will also provide evidence to employees at the instance of any incidents. CCTV's are located at all factories, offices and department.

It is an offense to adjust / manipulate any CCTV and this will result in serious disciplinary action.

6. EMAIL

All staff MUST STRICTLY ADHERE to the agreement on IT Policy for email. Only upon approval from the HOD/ HOF and Head of IT, the staff will be provided with email id and password. Hardware team is responsible to create email id and password to respective new staff.

Refer to IT policy (Email) for further information.

Only send email to those it is meant for; don't broadcast (i.e. send to large groups of people) unless absolutely necessary. Unnecessary (or junk) email reduces computer performance and wastes disc space. If you wish to broadcast other non-work related information it is better to use a personal email account at home.

(updated September 2010)

Do not broadcast seasons greetings ie: happy birthday, happy New year etc.. as this will cause an overload.

Check your In-box at regular intervals during working day. Keep your In-box fairly empty so that it just contains items requiring action. Keep only what you need. Decide on what to do with each email as you read it (e.g. delete it, reply to it, save in a folder. Or extract just the useful information and save it somewhere logical). Remember to empty your Trash on a regular basis.

Make your subject headers clear and relevant to your readers. Make sure that the subject matter is not too long. Use prefixes in the subject box whenever appropriate. The prefixes practiced in TG are 'MR' for 'Must Read', 'MRR' for 'Must Read and Reply' and 'int' for 'internal'. A reply message with 'noted\\' statement on the subject to be included once the message is taken note by yourself.

****Don't open suspicious email unless you have a reasonable good expectation of what it contains. Please get more information from IT Policy on email user.***

IT Team within you factory will help you to configure your email.

Your display name is your full name followed by company name and factory number. This is to provide identity information of the sender while communicating to other than TG employees. Eg; Abc nt wxyz (Top Glove – F01). This will ease the readers of the sender's identity.

A standard signature is important for customization into corporate expectation. There is a standard signature policy imply in TG.

Your signature must have TG's motto, followed by sender's information such as name, position, company and factory number, contact number, email address and TG's website. The signature must end with TG's business direction, quality policy and business ethics.

(updated February 2011)

Example of signature:

"TOP GLOVE, TOP QUALITY, TOP EFFICIENCY GOOD HEALTH, SAFETY FIRST & BE HONEST"Arial 10

NameArial 12, Bold, Black
 PositionArial 10, Bold, Black
 Top Glove Sdn Bhd (Factory No)Arial 10, Bold, Black
 Tel Ext.Arial 10, Black
 E-mailArial 10
 WebsiteArial 10

TOP GLOVE'S BUSINESS DIRECTION :

TO PRODUCE CONSISTENTLY HIGH QUALITY GLOVES WITH EFFICIENT LOW COST :

CONTINUOUS IMPROVEMENT AND INNOVATION ARE OUR DUTIES

TOP GLOVE'S BUSINESS ETHICS :

1. HONESTY 2. INTEGRITY 3. TRANSPARENCYArial 10

Employees are prohibited from using the e-mail system to transmit confidential information to outside parties. Employees may not access, send, receive, solicit, print, copy or reply to confidential or proprietary information about the Company, its employees, clients, suppliers, or other business associates.

7 INTERNET

The use of internet access is to gain work related resources or information ONLY.

Access to the internet must be approved by management.

(updated November 2010)

An id and password is required upon any attempt to access the internet via any internet service provider. You are not suppose to reveal your password as you will be responsible for any internet access.

We do not encourage staff to download any copyrighted materials into the PC as the PC is to be utilised for company purposes only. This includes during tea and lunch break.

All your access to internet is monitored. IT Team have a software to monitor the usage of internet and the sites visited by user. You are reminded to be wise in using the internet service. Downloading of software is prohibited. Training letter / warning letter / other disciplinary action with be imposed depending on the severity of the misconduct.

8 Prohibition of INTERNET / EMAIL USAGE

Employees are also prohibited from using the IT system to transmit copyright-protected information without permission of the copyright holder.

You cannot spread texts, images or jokes that disparage others based on their politics, race, religion, colour, sex, sexual orientation, national origin, disability, ancestry, or age.

You cannot spread messages or images that contain foul, sexual, obscene, off-colour, or adult oriented content.

You cannot spread messages that are malicious, disparaging or defamatory.

You cannot spread gossip, rumors, and innuendos about employee, clients, suppliers, or other outside parties.

You cannot spread messages or images that are intended to alarm others, embarrass the Company, negatively impact employee productivity, or harm employee morale.

These restrictions also apply to the forwarding and storing of mail received by a Top Glove Group of Companies employee.

You cannot send virus or other malware warnings and mass mailings from Top Glove Group of Companies.

Note:- Employees who receive any emails with this content from any Top Glove Group of Companies employee should report the matter to their supervisor immediately.

You cannot play online games, visit chat rooms, shop online or engage in illegal activity including but not limited to gambling and drug dealing.

You cannot operate an online business, conduct an external job search, solicit money for personal gain, campaign for political causes or candidates or promote or solicit funds for religious or other personal cause.

9. MRF (maintenance request form)

This an ERP system for users to log reports. MRF should be issued for all IT related matters that requires assistance from IT Team. This is to make sure that all reports are attended by IT Team in timely matter. Also to provide room for improvement and work efficiently.

MRF must be reported to the respective team.

You can follow up on your MRF by checking on the report status and remarks. Once the job is completed / solved, the status will be completed. Else a pending status with remarks on why the job is pending will help you to follow up.

User manual for MRF can be obtained from our intranet at [IT Department >> Manual & User Guide.](#)

10 Anti-Virus

All Top Glove Group of Companies computers have standard, supported anti-virus software installed either Symantec or Karpesky Anti-Virus, which is automated to download and update the system on a daily basis. Virus infected computers must be removed from the network until they are verified virus-free by the IT Hardware Team to avoid spreading of virus to other computers and servers.

Virus can be prevented by:

NEVER open any files or macros attached to an email from an unknown, suspicious or untrustworthy source. Delete these attachments immediately, then 'double delete' them by emptying your Trash.

Delete spam, chain and other junk email without forwarding.

Never download files from unknown or suspicious sources.

Avoid direct disk sharing with read/write access unless there is absolutely a business requirement to do so

*****For security purposes, external devices should NEVER be attached to your personal computer. External devices includes USB, CD's, DVD's Floppy A and external hard disk.***

(updated October 2010)

Any virus suspected or quarantined by anti-virus, proceed to contact hardware team immediately.

11 Telephone System

(updated May 2011)

Top Glove strongly discourages you from making phone calls unless the matter is very urgent. Supersede telephone calls with the use of email. All phone calls must not be longer than 10 minutes. A written explanation will be required if this is exceeded.

Top Glove has 2 different telephone systems which is the traditional PABX and the newer IP PABX system. The traditional PABX has a 3 digit extension while the new IP PABX has a 4 digit extension. Both these systems are integrated and as a users you will not be able to tell the difference.

11.1 Making a Phone Call to another factory extension (from a traditional PABX)

To dial a 3 digit extension.

simply dial 100 (wait for tone), dial factory number (wait for tone) and then dial the extension

To dial a 4 digit extension.

Simply dial 100 (wait for tone), then dial factory number and the extension.

11.1 Making a Phone Call to another factory extension (from a IP PABX)

To dial a 3 digit extension or a 4 digit extension (same procedure)

simply dial 100 followed by the factory number and extension and press the "ok" button

12 IT Procedures and Processes

All IT processes and Procedures are documented according to current Top Glove Group of Companies practices.

Please refer to our TG intranet under IT Department for the documentations and user guide. Or refer [\\tg-san-1\IT](#)

IT staff should also refer to Appendix A for more detailed explanation.

Any employee found to have violated these policies may be subject to disciplinary action, up to and including termination of employment.