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Email Service

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1. Introduction

1.1. This policy is a standard guideline on utilization of MTD's emails facility.

2. Scope

2.1 This policy covers any email sent from MTD and applies to all employees, vendors and agents operating on behalf of MTD.

3. Objective

3.1 To safeguard/protect the public image of MTD Group. Any email goes out from MTD will tend to be viewed that message as an official statement from MTD.

4. Definitions

Email

The electronic transmission of information through a mail protocol such as SMTP or IMAP. Typical clients include Microsoft Outlook.

Chain Email

Typically body of the note has direction to send out multiple copies of the note and promise good luck or money if the direction is followed.

Virus or Malware Warning


Email containing warnings about virus or malware.

Unauthorized Disclosure

The intentional or unintentional revealing of restricted information people, both inside and outside of MTD who do not have a need to know about that information.



RIVALUDDIN SALLEH
Senior General Manager, Head
Group Compliance & General Services Division

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5. Policy

- 5.1 Use of MTD email facility is permitted in order to support MTD business objective and to increase MTD productivity. Email user shall not create or distribute any kind of disruptive, offensive or inflammatory message and remark such as physical attribute, race or sexual preference to other recipient.
- 5.2 Personal use of email facility is unacceptable since it reduces staff productivity.
- 5.3 ITD reserves the right to monitor or inspect every email transaction without prior notice to email's user.
- 5.4 Any employee found to have violated this policy may be subject to disciplinary action (*Refer to HCD Policy - Employment Rules*).

6. Procedure

6.1 Email Account Request


Email account is NOT automatically created thus staff have to officially request to ITD by filling the *User ID Request Form (Issuance and Termination)* [Appendix 2] and subject to the approval by Management.

6.2 Email Access

Email facility can be accessed via Microsoft Outlook that is installed on each email user's PC by ITD. An alternate method is to use a web browser to access the email account via Outlook Web Access (OWA). This is best used if the employee is not located at the HQ building as it provides a simple access to email. OWA link is <https://owa.mtdgroup.com.my/owa> Do take note that only emails which have not been read or only new emails will be available on the server for this purpose.

6.3 Compliance

It is user responsibility to ensure that they comply with the Policy on Use of IT Facilities and Services when utilizing the facilities

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6.4 Mailbox Storage

It is the user's responsibility to periodically purge their email mailbox and backup into separate data storage media in order to reduce mailbox space. User may seek advice or recommendation from ITD should they encounter difficulties in achieving or in doing back-ups for their email.

Users are still able to send and receive emails when they have reached 80% of their quota but the system will send a notification as a reminder to them. Once a user has reached 100% quota, the system will automatically block email sending activity but the user will still be able to receive emails. ITD recommends for each user to start archiving their email once they receive notification from email system to avoid email disruption. Default and allocated email storage quotas are as follows:

Category	Storage Limit	Permitted attachment size per email
Non Executive	500MB	Less than 10MB
Executive	2GB	
Senior Executive		
Assistant Manager		
Manager	5GB	Up to 30MB
Senior Manager		
General Manager		
Senior General Manager		
Top Management	Unlimited	

These quotas will be reviewed periodically by ITD and with the approval by the Management basing on the need to support business continuity.

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6.5 Distribution Lists

The utilization of distribution lists is governed by the Use of IT Facilities and Services policy

6.6 User id and Password

Each email user will be given user id and password by ITD in order to access to email facility. Since email logon id has been set to be synchronized with Windows/Network login, therefore the user id and password are similar. This user id, password and naming convention are governed by ***User ID Issuance and Termination policy*** , ***section 5.1 of the System Security policy*** and ***Use of IT Facilities And Services policy***

6.7 Email address convention format

The standard naming convention for email address is: ***firstname.lastname@mtdgroup.com.my***. ***Firstname.middlename@mtdgroup.com.my*** may also apply as an alternative.

6.8 Account Termination

Account termination process is governed by ***User ID Issuance and Termination policy***.

6.9 Emails Signature

The signature should include:-

- Name of the sender
- Position Title
- Department / Division
- Company logo
- Company Name
- Company Address
- Phone number
- Fax Number
- Email Address

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Recommended sample of a signature is as follows:

Rizal Mohd Ali
IT Executive
IT & Technical Support Department



MTD GROUP
1, Jalan Batu Caves,
68100 Batu Caves, Selangor
P/DL : +603-6195 1111
F : +603 6187 8006
W : www.mtdgroup.com.my


RIJALUDDIN SALLEH
Senior General Manager, Head
Group Compliance & General Services Division