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Use of IT Facilities and Services

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1. Objective

IT facilities are provided by the Company to support its business activities. This includes servers, desktop and laptop computers, communication devices, software's, services and data lines (leased or broadband) provided by third party Telecommunication Company such as Time or TM (Telekom Malaysia). It is the Company's responsibility to ensure appropriate use of the IT facilities from any unlawful or inappropriate use of its facilities.

2. Scope

2.1 This Policy is applicable to users with authorized accounts (as defined below) to access the Company's IT facilities.

3. Policy

3.1 Users

3.1.1 Users with Authorized Accounts

3.1.1.1 Every staff will be given with "user account" in order to use the Company IT facilities.


3.1.1.2. Any third parties such as consultants, auditors or contractors engaged by the Company to access to particular systems may get the authorization from relevant Head of Department / Division.

3.2 Third Parties (Contractors, Consultants, Auditors etc)

3.2.1 The Company's IT facilities may also be granted for use to other third parties engaged by the Company such as Auditors, Consultants or Contractors to carry out tasks and this may require authorization by the relevant Head of Department / Division.


3.3 Use of IT facilities

3.3.1 Personal use of IT facilities or for recreational purposes is not allowed unless stated otherwise in this policy.

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3.4 Prohibited use of IT facilities includes:-

- 3.4.1 Use of personal devices or media that can be harmful to the IT facilities or causes virus to spread through the network.
- 3.4.2 Use of other staff's id to gain access to IT facilities or to impersonate other staff using their login id, email address or other means.
- 3.4.3 Collect or obtained data from unauthorized use of IT facilities.
- 3.4.4 Access, create and transmit any material which is found to be obscene, offensive or discriminatory in nature to some individuals or cultures. Use of IT facilities to harass or threaten other people is also prohibited.
- 3.4.5 Transmit any material which infringes copyright held by other party of the Company.
- 3.4.6 Attempt to make the IT facilities unavailable or to challenge the configuration of IT facilities.
- 3.4.7 Use of IT facilities to disclose confidential information.
- 3.4.8 Use of IT facilities to gain unauthorized access to third party.
- 3.4.9 Transmit unwanted advertising material.
- 3.4.10 Breach the Software Licensing Agreement
- 3.4.11 Breach the privacy of personal information relating to other parties.
- 3.4.12 Use the IT facilities that could degrade the performance of Internet or any IT facilities including the downloading of MP3, MP4, game, software files and any materials which are not related for work purposes.
- 3.4.13 Inappropriate visits of internet sites such as things concerning pornographic. Downloading of materials which are pornographic is also prohibited. Downloading also include storing or transmitting materials.
- 3.4.14 Materials which are found offensive, obscene or profane and accessing to erotic material via new groups are prohibited. Conducting personal business using the IT facilities is prohibited.
- 3.4.15 Use of IT facilities that contain sexual harassing comments, discriminating articles, jokes or messages that can cause an intimidating work environment is prohibited.
- 3.4.16 Unauthorized forwarding of confidential Company messages to third parties outside the Company.

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3.4.17 Use of IT facilities to transmit information that infringes copyright held by third parties.

3.4.18 Use of other person's mailbox without authorization.

3.4.19 Sending a message that can create a hostile work environment to other employees is prohibited.

3.4.20 Using or misrepresenting one's id or name using the IT facilities.

3.4.21 Soliciting to purchase or sell goods or services.

3.4.22 Sending of chain letters using e.g. Yahoo Group.

3.4.23 Sending unsolicited personal opinions on social, political, religious or other non-Company related matters, where sending such opinions is not a legitimate part of work

3.4.24 Staff or user must not attempt to interfere with or bypass the operation or security of IT facilities including restrictions or quotas relating to usage.

3.4.25 Violating IT policies and procedures issued by IT department from time to time. Any use of IT systems or facilities which is found to be in breach of the policy must be reported to IT department.

3.5 Network Storage / Network ("H" and "I") Drive


3.5.1 Non work related documents will be removed by ITD without prior notice in order to maintain the performance and reliability of the Company's online storage environment

3.6 Access and Accounts

3.6.1 Each account is assigned to one person and the person is responsible for the account assigned to him.

3.6.2 It is an offence for users trying to attempt other user's password.

3.6.3 Passwords should be changed accordingly and users are prohibited from using another user's account nor are they permitted to authorize others to use their passwords.

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4. The Company Monitoring Right

4.1 The Company reserves the right to investigate any and all aspects of its electronic information system. If it is suspected that any user of IT facilities of the Company is acting unlawfully and violating this policy or any other policies of the Company. Monitoring may be done with or without prior notice to the user.

4.2 The type of monitoring and information collected by the Company include:-

4.2.1 The Internet


- The user name or the login id that accessed to the internet sites.
- Details such as date and time the sites were visited or accessed.
- The address of the website (the URL).
- The machine (PC) or other devices used to access the internet.
- The size of the material downloaded or the size of the particular website.

4.2.2 The Email

- The person's email address that sent the email.
- The recipient's name and the email address who received the email.
- Date and time of the email sent or received.

4.3 Under normal circumstances, IT administrator will not monitor the contents of electronic mail messages or other communications or files they access for work purposes. But, the Company has the authority to inspect copy, store and disclose the contents of email whenever necessary to prevent or correct improper use, to satisfy a legal obligation or to ensure proper operation of IT facilities.

4.4 Usage logs may be used to demonstrate that access to inappropriate sites was inadvertent.

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- 4.5 PC software audit will be carried out once in six month by ITD in order to address software licensing issue and preventing illegal software being installed.
- 4.6 ITD will take reasonable steps to protect IT facilities from any unauthorized use.
- 4.7 Staff is prohibited from installing other software on any MTD IT facilities without prior approval from ITD. List of software supported by ITD is as per *[Appendix 1]*.

5. Compliance


- 5.1 It is the responsibility of all users of Company IT facilities to adhere to the provisions of this Policy, failing which may result in:-
 - 5.1.1 Immediate suspension of user account and withdrawal of IT facilities with or without prior notice.
 - 5.1.2 The Company may require financial compensation of any violation of the IT facilities policy. (Subject to HR Employment Rules Clause 3.9, 3.5, 3.21, 3.43 and 3.44)

6. Request for Exceptions

- 6.1 Requests for exceptions to this policy must be made in writing and must be authorized by Chief Executive Officer of MTD Group.

7. Implementation of the Policy and Review

- 7.1 All Heads of Division/ Department will be responsible for the implementation of this Policy in their respective areas of responsibility. Any use of IT systems or facilities which is found to be in breach of the policy must be reported to IT department.
- 7.2 The Head, ITD is responsible and with the approval by Chief Executive Officer, has the authority for amending and reviewing the Policy from time to time due to changes in the practices of the Company or changes in law associated to it.

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8. Policy Accessibility

- 8.1 IT department and Human Capital Development (HCD) are responsible for ensuring that all staff have access to this Policy through the Company intranet.
- 8.2 This Policy shall be made available as a reference to all new staff by the HCD and to be included in the information package provided to all new staff.

