

**Private & Confidential**

Date: 24 June 2021

**To: Programmers / Web Designers / Web Hosting and Maintenance Team**

Dear Employees,

**CIRCULAR – LOSS PREVENTION  
ACCESS TO CUSTOMER WEBSITES**

1. This Circular is provided to everyone in the programming and web-hosting / maintenance teams of FirstCom Solutions Pte Ltd ("**FirstCom**").
2. We note that it is the practice of some developers to log into live hosting accounts to copy codes from previous projects. The reason for logging in is to copy codes in order to hasten the development of new projects which have similarities.
3. This is prohibited and we would like to remind of you that you are **not** to log into the hosting accounts of websites which are already live. Logging into live hosting accounts could result in accidental edit or amendment of the codes of live website and will likely disrupt our customer's website / business. This may in turn have far reaching consequences including losses to our customer's business.
4. It is therefore a **strict policy** of FirstCom that developers do not log into hosting accounts of live websites.
5. **No Programmer may log into hosting accounts of live websites without the permission of the Project Executive.**
6. Failure to comply shall constitute serious misconduct and/or conduct inconsistent with your obligations and will entitle FirstCom to terminate your employment. Do be aware that FirstCom may also take legal action to recover any losses suffered by any failure to comply with its policies by any employee.
7. If you wish to copy codes from a live project, you may only log into past demo-links to retrieve the codes.
8. Further, in order to safeguard our customers and prevent any non-compliance with our policies, we set out the standard operating procedure which shall be adhered to:

**Website Launch:**

- a. Obtain customer's approval to launch website.
- b. Project Executive shall send a request to the hosting team to create hosting account.
- c. Hosting team shall create hosting account and send credentials to Project Executive.
- d. Project Executive shall create a live request in Jarvis (or any other internal system which FirstCom operates on).
- e. Project Executive will inform Programmer Team Lead of customer's website launch.
- f. Programmer Team Lead shall assign a Programmer to launch site with credentials provided.
- g. Programmer shall copy files from demolink to live cPanel.
- h. After launch, Programmer shall notify Project Executive and Web Hosting and Maintenance Team.
- i. Web Hosting and Maintenance Team shall change the cPanel login credentials upon notification.

Change Request:

- a. Obtain Change Request from the customer.
  - b. Programmer shall request for the cPanel login credentials from Web Hosting and Maintenance Team.
  - c. Programmer shall copy the live site to a demolink and carry out the changes.
  - d. Upon completing the changes, Programmer shall inform the Project Executive.
  - e. Project Executive will inform the customer of the changes and obtain customer's approval.
  - f. Project Executive will inform Programmer of the approval.
  - g. Programmer shall push changes to live site.
  - h. Once changes are live, Programmer shall notify Project Executive and Web Hosting and Maintenance Team.
  - i. Web Hosting and Maintenance Team shall change the cPanel login credentials.
9. Failure to comply with the standard operating procedures listed above shall constitute serious misconduct and/or conduct inconsistent with your obligations and will entitle FirstCom to terminate your employment. Do be aware that FirstCom may also take legal action to recover any losses suffered by any failure to comply with its policies by any employee
10. This circular will be governed by and construed in accordance with the laws of Singapore.
11. If you have any questions about this notice, please do not hesitate to contact me.

Yours sincerely,



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**Lynn Wong**  
General Manager

**ACKNOWLEDGEMENT**

I, \_\_\_\_\_(name), NRIC: \_\_\_\_\_, hereby acknowledge that I have read and understood the contents of this circular. I have also read the standard operating procedures and understand that I am to comply with the procedures.

\_\_\_\_\_  
Name:  
Date: