ERL MAINTENANCE SUPPORT SDN BHD

(Company No. 498574-T)

E-MAS

Effective Railway Operations; Reliable System Maintenance

SIGNALLING - IT

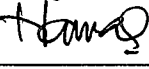## IT GENERAL PROCEDURE
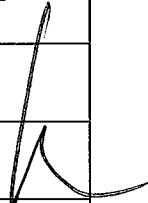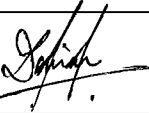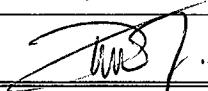
Ref. No. G00.OMW.M12950.BT.1004.A

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Release

	Name	Department	Date	Signature
Released:	Thomas Baake	Chief Executive Officer	06/03/16	
Acknowledged:	Nor Hashimah Basri	Human Resource Department	25/0/2016	
Acknowledged:	Sukhbir Singh	Safety & Security	25/02/16	
Acknowledged:	Nauwalah	Finance	25/02/2016	
Acknowledged:	Mahalatchmy Paidathally	Material Management & Administration	1/03/2016	
Acknowledged:	Gan Lee Hong	Procurement	29/2/2016	
Acknowledged:	Ham Mow Wai	Maintenance	8/3/2016	
Acknowledged:	Anthony Arokianathan	Signaling	25/2/16	
Acknowledged:	Azerul Fahmi	Project and Engineering	25/2/16	
Acknowledged:	Norazman	Rolling Stock	25/2/16	
Acknowledged:	Jayaraj Savarimuthu	Electrification	25·2·2016	
Acknowledged:	James L. Boudville	Operations	25·03·16	
Acknowledged:	Norhandee Nordin	Operations - Transportation	25.02.16	
Acknowledged:	Omar Zakir	Operations - Control Centre	25·02·16	
Acknowledged:	David Thiagarajan	Quality, Environment & Documentation	01·03·16	
Checked:	Thasu Somasonther	Signalling	25/2/16	
Author:	Ahmad Zaki	Signalling	24/2/16	

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Amendments or additions to this procedure must be indicated with a vertical black line in the adjacent left margin.

Change Record and Configuration Control

A	4 Jan 2016	This procedure is profiled as version A due to change of department and organization structure. Supersede previous procedure profiles and released under G00.OMQ.M15100.CA.0001.B.	ZZL
Revision	**Date**	**Modification**	**Name**

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1. Purpose

This Sig-IT General procedure is written to ensure that all Users of the ERL Maintenance Support Sdn Bhd information technology resources do so in a manner consistent with the values and objectives of the company, whilst ensuring the security of the company's computer based and infrastructure. The procedure describes the scope, roles, responsibility and risks associated with the use of IT resources. All Users are responsible for understanding and complying with the procedure when using company IT resources.

2. Scope, Distribution & Access

This procedure shall apply to all Users of IT resources. This is intended to act as a guide and to serve as single reference point for identifying the range of controls in relation to IT Usage Policy (ODR1) as guided by their contract of employment and confidentiality undertakings their duties to E-MAS.

All Users need to be aware and understand that in the event of any breach of this procedure they will be subjected to disciplinary action.

3. Abbreviations, Definitions and References

No	Term	Definition
1	E-MAS	ERL Maintenance Support Sdn Bhd (498574-T)
2	ERLSB	Express Rail Link Sdn.Bhd. (375839-H)
3	Employee(s)	Staff that employed by E-MAS
4	User(s)	Person who has an access or uses IT facilities
5	OS	Operating System
6	CEO	Chief Executive Officer
7	HRD	Human Resource Department
8	EMSNET	E-MAS Domain
9	HOD	Head Of Department
10	PC	Personal Computer
11	ODR	Others Document Referred
12	SI1	Information Services Requisition Form*
13	ET1	IT Equipment Transfer Form*
14	SIG-IT	Signaling Information Technology
15	EDMS	Electronic Document Management System
16	Custodian	Owner of the IT equipment
17	Resources/System	IT equipment's namely desktop, laptop, projector, printer and etc. Shared Folder, Resource sharing, emails and Internet

Note: An asterisk (*) used to refer latest version

ERL Maintenance Support Sdn Bhd

4. Procedure

4.1 General Policies

4.1.1 Access to Electronic Resources — each Employee must have an account (Username and Password) in order to use the company's electronic resources. For new employee, HRD will request the creation of an electronic account. Account creation requests must be applied via SI1 form (Appendix 1). Once approved, distribution of the task will be performed accordingly to enable access to the appropriate computing resources and to the attached networks.

4.1.1 User's malicious use of the system to develop programs that harass other Users or gain unauthorized access to any computer or computing system and/or damage the components of computer or computing system is forbidden.

4.1.4 Users are responsible for the appropriateness and content of material they transmit or publish on the system. Hate mail, harassment, abusive, vulgar, discriminatory remarks, other antisocial behaviors, or any material, which encourages conduct that would constitute a criminal offence, civil liability or otherwise violate any local or international law are expressly forbidden. For the avoidance of doubt, the general management shall have full dissection of this clause in determining if an abuse has taken place.

4.1.5 Use of the system to access, store or distribute obscene or pornographic material is forbidden.

4.1.6 Diligent effort must be made to conserve system resources. For example, Users should frequently delete e-mail and unused files; for large sized documents, try to use shortcut allowing multi-Users to access certain files stored in one place rather than sending multi-copies to everyone.

4.1.7 For security and administrative purposes, SIG-IT reserves the right with SIG HOD's approval to authorize SIG-IT personnel to review the system use and file type. SIG-IT reserves the right to remove a User's account on the system to prevent further unauthorized activity upon notifying the relevant HOD.

4.1.8 For Users who have left the company, SIG-IT will remove their account via HRD Exit Clearance* form (ODR 4). Upon receiving such notification, SIG-IT will disable the

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account and the personal folder and mailbox maintained at the network server will be deleted within 30 days after the notification, unless otherwise requested by the department HOD's with CEO approval.

4.1.9 For Users who transfer department are required to submit SI1 form (Appendix 1) to SIG-IT to transfer the Users account, mailbox and shared drive to new department accordingly.

4.2 File Storage Policies

4.2.1 Each User is allocated a server space on the server (H:\ drive) to store their personal outlook folders or other work related files for mobility purpose.

4.2.2 The maximum size available on this drive is 100MB.

4.2.3 SIG-IT will do a server space and file checking as and when necessary to ensure that the file storage size for each User does not exceed the quota and to ensure only work related files are stored in this drive.

4.2.4 Users whose files have exceeded server space quota are recommended to archive their files into their local drive or CD-R/DVD-R. Users are responsible for archiving their own files.

4.2.5 Each department will have an average maximum of 50 - 150GB server space in Departments File Server i.e. Express66 .The distribution of server space will depend on the number of Users in the department.

4.2.6 Request for folder sharing permission has to be done by submitting the SI1 form (Appendix 1). Alternatively, users can request folder access permission from their HOD via email and forward the approval email to SIG-IT to obtain the access.

4.3 IT Equipment

4.3.1 SIG-IT shall be responsible for obtaining all licenses, permits and rights that may be required for accessing the computing resources.

4.3.2 Users are responsible to ensure IT equipment's assigned to them are handled with care and used for work related purposes. SIG-IT will perform yearly IT audit on all E-MAS IT equipment.

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4.3.3 All requests for IT supports (including hardware equipment and software applications) must be made via SI1 form (Appendix 1) and submit to SIG-IT. In case of urgent support, user may request via email to 'EMS SIG IT Support' or call SIG-IT and submit the SI1 form (Appendix 1) later.

4.3.4 Any request to move or transport computer related equipment out of the office or away from their original location, the custodian must obtain permission from SIG-IT by submitting the ET1 form (Appendix 2) to the SIG-IT. However, this does not include the laptops assigned to individuals for daily use.

4.3.5 Personal Computers and IT Equipment's not belonging to the company

    a. Users can bring in their personal IT Equipment's to the company.

    b. Users are not allowed to connect their personal computers to company network via network cable or wireless without authorization from SIG-IT. Authorization request must be made via form with reasonable justification with HOD approval.

    c. Consultants, vendor or other external parties who wish to connect to company network need to fill up SI1 form (appendix 1) and get further approval from SIG-IT HOD via respective department representative

    d. Users are responsible for the security of their own equipment. Company is not responsible to pay the losses and compensation for missing equipment or breakdown.

4.3.6 Additional Computing Resources

    a. Request for additional IT peripheral such as external thumb drive, CD/DVD Writer, Broadband Modem and etc., user is require to provide a detailed description of the usage and submit the request to SIG-IT via SI1 form (Appendix 1). Their respective immediate superior or HOD must give approval with reasonable justification.

4.3.7 IT Equipment Requisition

    a. All IT equipment requisition shall be made based on the approved budget. Any deviation is subject to CEO's approval.

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4.3.8 Misuse or mishandling of IT equipment

a. Each custodian is responsible to handle IT resources in good manner and governed by regulations set out in this procedure.

b. In case of lost, stolen or damaged of IT equipment, the custodian is required to notify SIG-IT immediately via email copied to respective HOD. For stolen or lost case, custodian must make a police report. Custodian should reimburse the sum differences incurred after deducting the claimable value from insurance to the company. For example, replacement cost for new laptop – RM2500. Claimable value – RM1500. Custodian should reimburse the differences – RM1000 to the company.

c. In general, lost, stolen, or damaged desktops/laptops will be replaced with desktops/laptops from the pool of available computers. If the employee requires new desktop/laptop, such request must be made using SI1 form (Appendix 1) to SIG-IT with detail justification. Purchasing of new desktop/laptop is subject to approval from SIG HOD and both CEO's (E-MAS & ERLSB).

d. Custodian shall promptly pay for any computer repair, service, and part replacement due to mishandling of computer equipment or damage due to force of impact with other objects. If the computer equipment beyond repairable, custodian should reimburse the sum differences incurred after deducting the claimable value from insurance to the company.

4.3.9 IT Equipment Replacement

a. For any IT equipment replacement it is subjected to management approval.

b. The duration of the replacement plan for IT Equipment such as desktop and laptop is stipulated as ODR 1 (IT Usage Policy).

c. For IT equipment such as printer, projector, network switches, etc., the replacement will be recommended by Sig-IT personnel based on the equipment condition and functionality.

4.3.10 Wireless (WIFI) Connectivity

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a. Priority of wireless access is limited to HOD due to limited number of MAC (Media Access Control) address.

b. Other users who wish to use the wireless facility is required to submit the request to SIG-IT via SI1 form (Appendix 1) with reasonable justification with their HOD's approval and subject to MAC address entries availability.

c. For administration and traceability, HOD's are required to submit the request to SIG-IT via SI1 form (Appendix 1) with the details of the device MAC address. The term "device" includes but not limited to gadgets such as laptops, net-books, iPads, and smart phones with Wi-Fi enabled features. The use of Wi-Fi enabled phones should be limited to Internet access and also depend on IT resources availability.

4.3.11 Several guidelines have been prepared to facilitate the various activities to Sig-IT equipment and processes. Please refer to "List of IT Maintenance Guidelines". Document No: G00.OMW.M12950.BL.1001.* (Appendix 3).

4.4 E-mail and Internet Policies

4.4.1 General E-mail and Internet Policies.

4.4.2 SIG-IT shall be responsible for creating User account for access to the services and obtaining of all licenses, permits and rights as may be required for using the services.

4.4.3 The user agrees;

a. To comply with all notices and instructions issued, given or notified by SIG-IT from time to time whether via e-mail or E-MAS portal in respect of use of the service.

b. To comply with the rules of any network to which the User gains access through the service.

c. To be solely responsible for all information, data retrieved, stored and transmitted by User with the service.

4.4.4 Email Policy

a. Mailbox Size

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- **CEO** – Unlimited

- **HOD** – 2GB

- **Employee** – 1GB

b. Email mailbox size for HOD's and employee are subject to change in certain circumstances. Users can request to increase mailbox size by submitting the request and justification using SI1 form (Appendix 1), with approval from respective HOD and submit to SIG-IT.

c. Maximum email size including attachments for internal and external communication (send/receive) is 10MB.

d. Email is to be used for Company business only. Company confidential information must not be shared outside of the Company, without authorization, at any time. Employees are also not to conduct personal business using the Company email.

e. Standardization of company email disclaimer (ODR 2) for outgoing email, both E-MAS and ERLSB will adopt generic email disclaimer and automated by the system as follows:

"This message is for the use of the addressee only. It may contain private proprietary or legally privileged statements and information. No confidentiality or privilege is waived or lost by any miss-transmission. If you are not the intended recipient, please immediately delete it and all copies of it from your system, destroy any hard copies of it and notify the sender. You must not, directly or indirectly, use, disclose, distribute, print, copy or rely on any part of the message if you are not the intended recipient. Any views expressed in this message are those of the individual sender and not those of any member of Express Rail Link Sdn Bhd and/or ERL Maintenance Support Sdn Bhd, except where the message states otherwise and the sender is authorized to state them to be the views of any such entity"

4.4.5 Internet Policy

a. Internet access is given to the HOD and the employee authorized by HOD of respective department. Request for Internet access can be made via SI1 form (Appendix 1) and submit to SIG-IT. HOD can nominate the access time to the Internet for the user of their respective department if required.

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b. All internet activities are monitored by proxy server. Company reserves the right to see the Internet activity reports for each Employee from time to time if there is suspected misuse of the Internet usage.

c. SIG-IT have full authorities to block or suspend any website for security purpose if found any suspicious link or activities. User may request to unblock the website which related to their works to SIG-IT and notify via email/call.

4.4.6 The Employee shall not use the Email and Internet Services

a. For any unlawful purposes.

b. To gain unauthorized access to any computer system, whether or not connected to the Internet, or any information regarded as private by other persons.

c. To send or intentionally receive any message, posting, data or material which is offensive on moral, religious or racial grounds or any threatening, harmful, unlawful, abusive, harassing, defamatory, vulgar, obscene, profane, hateful, or otherwise objectionable material of any kind, including but not limited to, any material which encourages conduct that would constitute as such.

d. To carry out any of criminal offence, civil liability or otherwise that violates any local or international law. For the avoidance of doubt, the management shall be the sole arbiter of the violation of this clause.

e. To carry out, assist or attempt to carry out mail bombing and any other activity, which would overload any mailbox with huge e-mails.

f. To carry out, assist or attempt to carry out spamming or any other activity that involves the sending of unsolicited e-mails that the recipient did not specifically request.

g. To introduce, assist or attempt to introduce any computer virus or any other harmful component to E-MAS or any other person's system via the service.

h. To perform an unauthorized transmission to a third party of confidential materials concerning the company operation and management.

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i. To transmit materials such that infringe the copyright of another person or organization including intellectual property rights or trade secrets or proprietary related information.

j. To transmit information that unnecessarily wastes effort or network resources. This includes sending and /or receiving e-mails that may corrupt or destroy other User's data such as file attachments which known to be infected with viruses.

k. To create and/or transmit anonymous messages i.e. without clear indication of the sender.

4.4.7 The User shall take all such measures as may be necessary (including and without limitation changing his password from time to time) to protect the secrecy of his/her User account and/or password and shall not reveal the same to any other person.

4.4.8 The User shall maintain one log-in session at any one time for his/her particular account. The internet access ID and password is meant for the individual user. This ID and password should not be given to other users who might use it to access websites that is not related to work or the company business.

4.4.9 The User has no rights, lien or claim to any mailbox number, user account, circuit references, passwords, User identification names and/or any codes assigned to him/her by E-MAS without SIG-IT approval. E-MAS reserves the right to change or re-assign the same to the User at SIG-IT sole discretion without being liable to the User in any manner whether for damages or otherwise.

4.4.10 Users are prohibited from subscribing newsgroups not associated with company's interests, and from posting information relating to the company or on the company's behalf. This includes a specific prohibition on the use of private web-mail accounts and associated chat rooms (messenger) and forums except work-related matters.

4.4.11 Users with Internet access should not access websites that is of explicit, of profit making or of videos, games nature during or outside their stipulated working hours.

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4.5 E-MAS Policy

4.5.1 Employees shall indemnify the company for any consequences resulting from the use of the company IT, other than those related to their work and duties as approved by his/her superior or in accordance with company procedures.

4.5.2 Access to system is at the role directive of company. All data stored are considered as the priority of company. Company may review the content in accordance with provision of applicable local law.

4.5.3 The company shall not be liable to the user for any loss or damage due to interruption of service or disclosure of any information.

4.5.4 The company may at SIG-IT sole discretion to suspend the service, account termination at any time in the event employee fails to comply any of the rules as stipulated in E-MAS Sig-IT General Procedure.

4.5.5 Upon termination of the service for whatsoever reason, the company has right to keep or delete the user's data, files or other information that is stored in E-MAS system under the user's account.

4.5.6 The company reserves the right to amend the policies and guides herein contained and/or the specific terms at any time and the User shall be bound by the policies and guides as amended.

4.5.7 Each account for the User shall be used solely for the Employee's own use and is non-transferable.

4.6 IT Briefing and Training

4.6.1 For newcomer, IT briefing and training will be provided upon receiving notification from HRD via Employee Notification Form* (ODR 3).

4.6.2 However for IT refresher training it is upon request and subject to in-house resources availability and subject to approval and budget availability for any external/internal training.

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5. Summary

The purpose of this policy is to provide IT guideline to all Employees on the proper usage of the ERL Maintenance Support Sdn Bhd resources. By adhering to this policy, User will be able to act in the manner consistent with the values and objectives of the company and at the same time ensure the security of the company's computer base and infrastructure.

The procedure and policy also spells out in detail the scope, roles, responsibility and risks associated with the use of resources which the Users need to understand and comply with. Among all of it, the important matters listed out are access to electronic resources, the need to have own personal account, file storage / archiving does not exceed the quota, only work-related file types are stored in the server, User to take good care of the IT equipment assigned to them and email / internet to be used only on work-related matters.

This policy shall be reviewed and updated on an annual basis, or as and when needed or under special events or circumstances.

6. Appendix

No	Procedure / Forms	Reference Number
1	SIG-IT Requisition Form (SI1)	G00.OMW.M15100.DQ.1002.*
2	SIG-IT Equipment Transfer Form (ET1)	G00.OMW.M15100.DQ.1001.*
3	List of Sig-IT Maintenance Guidelines	G00.OMW.M12950.BL.1001.*

7. Others Document Referred (ODR)

No	Procedure / Forms	Reference Number
1	IT Usage Policy	ERL.OMQ.M11153.1001.*
2	Company Email Disclaimer	ERL.OMQ.M10002.1001.*
3	Employee Notification Form	G00.OMH.M11700.ZF.0017.*
4	HRD Exit Clearance Form	G00.OMH.M11730.ZF.0003.*

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