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## IT assets Protection and Damage Management Policy


	<b>Name</b>	<b>Position</b>	<b>Signature</b>	<b>Date</b>
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### I. Purpose:

This policy has been established to inform all end users within the KST Group of their responsibilities regarding the proper care and protection of company laptops and other IT equipment. It aims to ensure that all staff members understand and adhere to the guidelines set forth to prevent damage and outline the procedures to follow in the event of damage.

### II. Scope:

This policy applies to all employees and users within KST Group of Companies who are issued company-owned laptops or use desktop computers and other IT equipment, assigned to them or borrowed from the IT department.

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### III. Policy details:

All end users are expected to take reasonable care of their assigned IT assets to ensure their longevity and functionality. The following guidelines and procedures must be followed to protect company IT assets and address any incidents of damage:

#### 1. Expected Responsibilities


- All staff members and users within the KST Group of Companies are expected to handle company-owned laptops and other IT equipment with care and follow proper usage guidelines to prevent accidental damage.
- Equipment should only be used for work-related tasks, and users must adhere to acceptable usage policies.
- Users must avoid eating or drinking near laptops and ensure devices are stored securely when not in use.
- Software installations should only be done by or with permission from the IT department.

#### 2. Acknowledgement and Compliance

- All users must read, understand, and acknowledge this policy.
- Compliance with this policy is mandatory to ensure the protection of company assets.

#### 3. Reporting Damages

- Any damage to a laptop or other IT equipment within the KST Group of Companies must be reported to the IT department immediately, regardless of the cause.
- Users should provide a detailed explanation of the circumstances leading to the damage.
- If damage is detected by IT and was not reported, it will be automatically categorized as Level 3 in Title 4.

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#### IV. Damage Procedures:

In the event of laptop, the following levels of action will be taken based on the nature of the incident:

##### Level 1: Hardware Issues and Unexpected Situations

- This includes damage caused by unforeseeable events or inherent hardware failures, such as poor production quality or model-specific hardware issues.
- This also includes unexpected and uncontrolled situations not caused by user action, such as water damage from an uncontrolled environment or unexpected natural disasters, but only when these incidents occur within KST Group building premises, such as Viengthong Building, Saysaath Site, and IMDC.
- Users must report the incident immediately to the IT department for assessment and resolution.
- If the IT department determines that the issue is due to a hardware problem, the company will cover all costs associated with the repair process.


##### Level 2: Acceptable Carelessness in Unexpected Situations

- This covers situations where some degree of user carelessness contributed to the damage, but it occurred under unexpected circumstances within KST Group building premises. These situations are considered acceptable if IT, Admin, and HR agree together.
- If a user has modified the IT assets in any way, even if it is not related to the cause of the damage, it will automatically be categorized as Level 2.
- This case will be carefully investigated and require approval from HR/Admin to ensure it resulted from an unexpected situation. For such cases, 50% of the costs will be covered, or a new laptop will be provided if the current laptop cannot be repaired.
- This level will be recorded in our history for further reference.

##### Level 3: Unacceptable Carelessness

- This involves damage resulting from blatant negligence or repeated careless behavior. This includes situations where the person intentionally or recklessly damages the laptop, or demonstrates a high level of carelessness despite knowing the potential consequences.



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- Additionally, if the same asset is damaged a second time or more in Level 2, it will be automatically assigned as Level 3.
- For any situation where a laptop is broken but not reported to IT, yet is discovered by IT, HR, or Admin, it will automatically be categorized as Level 3 without any investigation.
- This also includes cases where the user modifies the IT asset, causing damage or breakage, which will also be automatically assigned to this level.
- For this case, after careful investigation by IT and approval from HR/Admin, the person responsible for the damage will be required to pay all costs associated with the entire repair process or buy a new laptop if the current laptop cannot be repaired.
- This level will be recorded in our history for further reference.

#### **V. Enforcement:**

By following this policy, all staff within the KST Group are expected to contribute to the longevity and functionality of company laptops, ensuring a productive and efficient working environment. Adherence to these guidelines will help mitigate risks associated with laptop damage and maintain operational continuity. Failure to comply with this IT Equipment Damage Policy may result in disciplinary actions, including financial responsibility for repair or replacement costs, and potential disciplinary measures in accordance with the organization's policies.

#### **VI. Review and Revision:**

This policy will be reviewed periodically to ensure its effectiveness and relevance within the KST Group of Companies. Any necessary revisions will be made in consultation with relevant stakeholders.

#### **VII. Effective Date:**

This policy is effective as of [ 11 / 09 / 2024 ] and supersedes any previous policies relating to IT equipment damage within the KST Group of Companies.

By acknowledging this policy, staff members and users within the KST Group of Companies agree to adhere to its guidelines and understand the consequences of non-compliance.

