


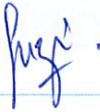



## **SUPPORT LETTER MANAGEMENT POLICY**

|   |   |                 |                            |                     |
|---|---|-----------------|----------------------------|---------------------|
|  | <b>INTEGRATED MANAGEMENT SYSTEM<br/>DEPARTMENTAL POLICY</b> |                 |                            |                     |
|   | <b>SUPPORT LETTER MANAGEMENT POLICY</b>                     |                 |                            |                     |
|   | Doc. Ref.:<br>IWK/IGU/SLM/DP/06                             | Rev. No.:<br>00 | Issue Date:<br>20 OCT 2023 | Page No.:<br>2 of 9 |

### Approval

The signature below certify that this Policy has been reviewed, accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

|              | Signature   | Name                    | Position                                    |
|--------------|---|-------------------------|---|
| Prepared by: |  | Suzinor<br>Kamaralzaman | Head Unit of<br>Integrity and<br>Governance |
| Approved by: |  | Narendran Maniam        | Chief Executive<br>Officer                  |

### Amendment Record

This policy is reviewed to ensure its continuing relevance to the systems and process that it's describe. A record of contextual or omissions is given below:

| Date            | Rev. No. | Page No.   | Remark   |
|-----------------|----------|--|--|
| 26 June 2020    |          | All  | New.<br>This policy has been presented and approved by Board of Integrity & Governance (BIGC) on 15 June 2020 ref. no. : IWK/BIC/17/05 and approved by the Board on 26 June 2020 ref. no. : IWK/BD/120/07.   |
| 20 October 2023 | 00       | a) All<br><br>b) All<br><br>c) Page 7<br><br>d) Page 8<br><br>e) Page 9 & 10<br><br>f) All | a) Improve the policy by providing a header for each page including the policy title, document reference, revision no., issue date and page no. for traceability purposes.<br>b) Improve the title of the policy by adding 'External Influences and..' to show the appropriate use of this policy.<br>c) Remove the statement in paragraph 5.2 to show the appropriateness of using this policy.<br>d) Add the statement in paragraph 6.1(iii) '..Governans (IGU)' in line with the organization chart.<br>e) Improve the statements in paragraphs 9 and 10 by adding information disclosure channels and the addition 'IGU is allowed to make appropriate guidelines for the good purpose of managing this policy' for the purpose of uniformity of information for each IGU policy.<br>f) This policy has been presented and approved by Board of Integrity & Governance (BIGC) on 2 October 2023 ref. no. IWK/BIGC/28/04 and approved by Board on 20 October 2023 ref. no. IWK/BD/136/05. |



**INTEGRATED MANAGEMENT SYSTEM  
DEPARTMENTAL POLICY**

**SUPPORT LETTER MANAGEMENT POLICY**

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## 1. INTRODUCTION

- 1.1 The practice of using outside influence and giving/receiving letters of support for personal gain has become a culture in society, and it is very difficult to curb without control. This situation has put the staff in the wrong situation in making judgments and decisions related to a matter. This practice can lead to abuse of power which can affect the image and integrity of the organization.
- 1.2 Accordingly, the External Influence Management Policy and Letters of Support were created so that the delivery of Indah Water Konsortium Sdn Bhd (IWK) services can be carried out transparently and professionally without interference from interested parties.

## 2. OBJECTIVE

This policy was created with the aim of being a reference for IWK citizens regarding external influence management procedures and letters of support.


## 3. SCOPE

This policy applies to all IWK members. This policy should also be used as a guide by Government Leaders, Influential Individuals, business partners / stakeholders or any individual / organization that deals with citizens / IWK facilities.

## 4. DEFINITION

### **External influences**

Any form of pressure / insistence whether verbal, non-verbal or any other form from Government Leaders or Influential Individuals on IWK citizens that aims to support an application or influence the consideration of a decision.

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### **Letters of support**

Any communication delivered either verbally or non-verbally including in the form of letters, memos, minutes, emails, short message services, oral conversations, telephone calls or other forms that aim to support an application or influence the consideration of a decision.

### **Government Leaders**

Refers to the interpretation of "Administrative Members" under Clause (2), Article 160, Federal Constitution, Members of Parliament and Members of State Legislative Assembly.

### **Influential Individuals**

Individuals who have positions in the Government or relationships with authorities, dignitaries, politicians and others.

### **Citizens of IWK**

Officers and staff who serve in IWK either through permanent, temporary, temporary, loan, contract or part-time appointments including political appointments.

IWK members also include the Chairman, Board Members, Chief Executive Officers, Chief Operating Officers, Heads of Departments and Heads of Operations or companies under IWK.

### **Third party**

Contractors, vendors, suppliers, organizations, associations or any party dealing with IWK.

### **Affairs**

Any matters such as procurement, human resource management, license / permit approval applications, loans, scholarships and other matters related to IWK.

## 5. POLICY STATEMENT

5.1 IWK is always ready to give its full commitment to ensure integrity, good governance and transparency are the cornerstones in delivering services to the community.

5.2 In accordance with the said efforts and commitments, all IWK citizens are prohibited to:

- i. bring or attempt to bring outside influence or submit any letter of support from any Government Leader and Influential Individual to support an application or influence the consideration of a decision; and
- ii. using external influence or letters of support as a basis for consideration or instructions from Government Leaders and Influential Individuals in making decisions.

## 6. MANAGEMENT OF EXTERNAL INFLUENCES AND SUPPORT LETTER

In managing external influence and letters of support, IWK citizens should take the following actions:

- i. if the support is received **in writing, must file** in the relevant file; or
- ii. if support is received **verbally**, the communication must **be recorded** in writing along with the information of the party giving support and the form of support in the minute sheet of the relevant file; then
- iii. must immediately **report in writing** the support received to the Head of Department or the **Integrity & Governance Unit (IGU) of IWK** for instructions or further action; or
- iv. if for **any particular reason or impractical** to report to the Head of Department, should **report to the relevant authority** for further action.

## 7. EXTERNAL INFLUENCE AND SUPPORT LETTERS BY MEMBERS OF THE ADMINISTRATION AND GOVERNMENT LEADERS

- 7.1 The Code of Ethics for Administrative Members and Members of Parliament issued in December 2018 stipulates that Administrative Members and Members of Parliament must ensure that there is no conflict of interest between their public positions and their personal interests. Conflicts of interest can occur as a result of the influence and power of Administrative Members and Members of Parliament as the Government.
- 7.2 Accordingly, Administrative Members and Government Leaders should avoid using their position to exert any pressure or issue any letter of support for the purpose of supporting any application or demand to IWK citizens.

## 8. COMPLIANCE

- 8.1 Failure or refusal of IWK members to comply with this Policy can be considered as breach of order and subject to disciplinary action under the Code of Conduct for IWK Staff.
- 8.2 Violations of this Policy by third parties will be reported to the Malaysian Treasury, the Malaysian Anti-Corruption Commission (MACC), or any relevant authority for action.

## 9. ENQUIRIES AND REPORTING

Any enquiries or reports on violation of this Policy may be submitted through the reporting channels as follows:

Whistle Blowing Channel

- i) Telephone : 03-2780 1295
- ii) Email : [whistle@iwk.com.my](mailto:whistle@iwk.com.my)
- iii) Send the Whistleblower Form to the Head of the Integrity & Governance Unit
- iv) Send the Whistleblower Form through <https://www.iwk.com.my> or IWK



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- v) Attend and meet at :
- Integrity & Governance Unit  
Indah Water Konsortium Sdn Bhd  
No. 1, Jalan Damansara  
60000 Kuala Lumpur

## 10. CONCLUSION

The implementation of the External Influence Management Policy and this Letter of Support in support of the implementation of the National Anti-Corruption Plan 2019 - 2023 to strengthen the value of accountability and integrity in addition to dealing with the intervention of Government Leaders and Influential individuals in making assessments and decisions.

IGU is allowed to make appropriate guidelines for the good purpose of managing this policy.