



**POLICY ON MANAGING EXTERNAL  
INFLUENCES AND SUPPORT  
LETTERS**

**INDAH WATER KONSORTIUM SDN BHD  
(Co. No: 199101001452 (211763-P))**

# **POLICY ON MANAGING EXTERNAL INFLUENCES AND SUPPORT LETTERS**

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## 1. INTRODUCTION

1.1 The practice of using external influences and giving / receiving support letters for the purpose of personal interests has become part of the 'culture' in our society and is very difficult to curb without any form of control. This situation has put staff in a difficult situation in making judgment calls and certain decisions in their daily work. This practice can lead to abuse of power that can affect the image and integrity of the organisation.

1.2 As such, the **Policy on Managing External Influences and Support Letters** was established in order to ensure that the delivery of Indah Water Konsortium Sdn Bhd (IWK) services can be implemented transparently and professionally without the intervention of interested parties.

## 2. PURPOSE

This policy was created to serve as a reference for IWK staff on the procedures of managing external influences and support letters.

## 3. APPLICATION

This policy applies to all IWK staff. This policy should also be used as a guide by Government Leaders, Influential Individuals, business partners / stakeholders or any individual / organisation dealing with IWK staff / facilities.

## **4. DEFINITION**

### **External Influence**

Any form of pressure / insistence whether verbal, non-verbal or any other form by Government Leaders or Influential Individuals on IWK staff with the objective to obtain support for an approval or influence in the decision making.

### **Support Letter**

Any form of communication that is conveyed either verbally or in writing which includes letters, memos, minutes, emails, short message services, oral conversations, telephone calls or other forms intended to support an application or influence decision making.

### **Government Leaders**

Referring to the definition of "Members of the Administration" under Clause (2), Article 160 of the Federal Constitution, Members of Parliament and State Assemblymen.

### **Influential Individuals**

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

## **IWK Staff**

Officers and staff serving at IWK whether through permanent, temporary, internship, on loan, contract or part-time appointments including political appointees.

IWK staff also include IWK board members or companies under IWK.

## **Third party**

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

## **Matters**

Any matters such as procurement, human resource management, license / permit approval applications, loans, scholarships and any 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 at the heart of our service delivery to the community.

5.2 In accordance with these efforts and commitments, all IWK staff are **prohibited** from:

- i. **bring** or **attempt to bring** outside influence or **submit** any support letter from any Government Leader and Influential Individual to support an application or influence decision making; and

- ii. **using** external influence or support letter as a **basis for consideration** or **direction** from Government Leaders and Influential Individuals in decision making.

## 6. MANAGING EXTERNAL INFLUENCES AND SUPPORT LETTERS

6.1 In managing external influences and support letters, IWK staff must take the following steps:

- i. if support is received **in writing**, to **file** it in the related file; or
- ii. if the support is received **verbally**, the **communication must be recorded in writing** along with the information of the party providing the support and the form of support in the relevant minute sheets in the related file; after which
- iii. shall promptly **report in writing** the support received to the **Head of Department or IWK Integrity Unit** for further instructions or action; or
- iv. if **for any reason** or **impractical** to report to the Head of Department, staff shall **report to the relevant authorities** for further action.

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

7.1 The Code of Ethics for Members of the Administration and Members of Parliament issued in December 2018 stipulates that Members of the Administration and Members of Parliament **shall ensure that there is no conflict of interest** between his/her public office and his/her personal interests. Conflicts of interest can occur as a result of the influence and power available to the Members of the Administration and Members of Parliament who represent the Government.

7.2 As such, Members of the Administration and Government Leaders **should refrain from using their position** to impose any pressure or issue any support letter for the purpose of supporting any application or claim to IWK staff.

## 8. COMPLIANCE

8.1 Failure or refusal of IWK staff to comply with this Policy may be deemed to be a breach of order and subject to disciplinary action under the Code of Conduct for IWK staff.

8.2 Violation of this Policy by a third party will be notified to the Federal Treasury, the Malaysian Anti-Corruption Commission (MACC), or any other relevant authority for action.

## 9. INQUIRIES AND REPORTING

Any inquiries or reports of violations of this Policy can be submitted through the following channels:

### **IWK Whistle Blowing Channel**

Telephone : 03-2780 1295  
Email : [whistle@iwk.com.my](mailto:whistle@iwk.com.my)

## 10. CLOSING

Implementation of this Policy on Managing External Influences and Support Letters is in support of the implementation of the National Anti-Corruption Plan 2019 - 2023 to strengthen the value of accountability and integrity as well as address the intervention of Government Leaders and Influential Individuals in making assessments and decisions.