LEI SHING HONG LIMITED

COMPUTING INFRASTRUCTURE STANDARDS POLICY

Version	Prepared by	Reviewed by	Approved by	Effective Date
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Background
Users may on occasion experience challenges in computer use due to various reasons such as sudden computer crash or nuisance critical accessories (CD-ROM, power adapter). In case where nonstandard equipment or software is used, the assistance of local IT personnel will most likely be rendered extremely limited as there is virtually no equivalent software/hardware available for repair or temporary fixing.

To reduce the challenges to users and to better share the resources in LSH, a standard has been established that includes both the software and the hardware.

Policy Statement
All LSH group of companies must follow the standards defined in this policy:
- All server software must have English version in order to keep the compatibility of LSH's network. Prior approval from Corporate IT is required for exceptions.
- Other languages for desktop software (client side) may be allowed.
- Hardware evaluation is based on the market and will consider the service coverage, support and maintenance, pricing, product life cycle, the reputation of the manufacturer, and usability by LSH business. The models will be reviewed from time to time in line with the market changes.
- No personal software and hardware can be used for business purposes in any premises of the LSH group of companies.

Objective
To have a shared operating environment for the LSH group of companies.

Software
This software standard will cover the offices of the LSH group of companies. In order to smoothen operation and decrease the costs, we define and scale our corporate information technology (Corporate IT) resources to support users centrally while maintaining necessary flexibility for the local IT support staff members and end-users.

Our Corporate IT support can be graded into three different classes:

Class	IT Support Level	Details
Grade 1	Full support	A collection of application software and operating systems is defined. This set of software is the basic common application software for majority organizations within the Group. All are already tested by Corporate IT and proved that their proper usage will not affect the normal operation of the workstations, the LAN, and the corporate network. A Common User Platform (CUP) for various software has been defined for LSH as the Grade 1 software. Corporate or local IT will be responsible for the installation and configuration.
Grade 2	No support	Some software already well-known in

	but acceptable	the market or developed by reliable vendors is also acceptable to be used within the Group. However, limited IT support or installation service will be provided by the Corporate or local IT who makes the ultimate decision on whether the product falls under Grade 2.
Grade 3	Disallowed	Any software that is not classified in any of the first two grades above will be classified as Grade 3 software. Software of this grade will be prohibited to be installed within the Group.

All users have the responsibility to report changes of their system or application software to the local / Corporate IT. Corporate IT is responsible for defining the software classification for the group.

Due to the fast technology changes in the market, the classification of the software will be revised from time to time.

Hardware
Use of all hardware in LSH must be approved by the Business Managing Director and the Operation/Functions Heads. If non-standard hardware must be used in exceptional circumstances, prior approval must be obtained from the Group Managing Director and/or the Head of Corporate IT. Use of unauthorized hardware violates the law and is contrary to LSH's standards of conduct.

- All hardware used in LSH must be genuine and purchased through IT.

- Each company of the LSH group must designate a user coordinator to ensure all offices or locations of the company have hardware properly installed according to the policies.

- All hardware used in LSH must be owned by LSH. Prior approval from the business head and the local IT manager is required for any other hardware on loan or leased by business partners, vendors, etc.

- Employee is not permitted to take home any LSH's hardware (except notebook, accessories such as flash memory) without prior written authorization of the business head and the local IT manager.

- All LSH hardware considered as an asset must be registered by the Corporate/local IT and an asset control number is attached on the hardware according to the LSH's fixed assets policy.

- The hardware standard list (also as the Common User Platform or CUP) is available as a separate document and will be reviewed regularly by the Corporate IT.

Services
All information technology related services employed in LSH must be approved by the

business head and the local IT manager. In case where cost is applied, the "GROUP AUTHORIZATION POLICY" and the "IT ACQUISITION POLICY" approval procedures must be followed.

- All requested services must be approved by the business head and the local IT manager.

- Each company of the LSH group must designate user coordinators to coordinate all relevant parties on services implementation and maintenance services contracts/agreements.

- It is the responsibility of each company of the LSH group to review all services contracts/agreements before they expire. In case the services are provided through Corporate IT, it is the responsibility of Corporate IT to advise each business the expiry dates of services.

- IT personnel must be involved in any IT related contract/agreement negotiations to ensure that the technical side of the contract/agreement has been properly addressed.