

## EMAIL POLICY v1.0

The purpose of this policy is to ensure the proper use of company's email system and make users aware of what company deems as acceptable and unacceptable use of its email system. The company reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.

### LEGAL RISKS

Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature email seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of e-mail:

- If you send emails with any libelous, defamatory, offensive, racist or obscene remarks, you and company can be held liable.
- If you forward emails with any libelous, defamatory, offensive, racist or obscene remarks, you and company can be held liable.
- If you unlawfully forward confidential information, you and company can be held liable.
- If you unlawfully forward or copy messages without permission, you and company can be held liable for copyright infringement.
- If you send an attachment that contains a virus, you and company can be held liable.

By following the guidelines in this policy, the email user can minimize the legal risks involved in the use of e-mail. If any user disregards the rules set out in this Email Policy, the user will be fully liable and company will disassociate itself from the user as far as legally possible.

### LEGAL REQUIREMENTS

The following rules are required by law and are to be strictly adhered to:

- It is strictly prohibited to send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks. If you receive an e-mail of this nature, you must promptly notify your supervisor.
- Do not forward a message without acquiring permission from the sender first.
- Do not send unsolicited email messages.
- Do not forge or attempt to forge email messages.
- Do not send email messages using another person's email account.
- Do not copy a message or attachment belonging to another user without permission of the originator.
- Do not disguise or attempt to disguise your identity when sending email.

### BEST PRACTICES

Company considers email as an important means of communication and recognizes the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service. Therefore company expects users to adhere to the following guidelines:

- Writing emails :
  - Write well-structured emails and use short, descriptive subjects.
  - Signatures must include your name, job title and company name. A disclaimer will be added

underneath your signature (see Disclaimer)

- Do not send unnecessary attachments.
  - Do not write emails in capitals.
  - Do not use cc: or bcc: fields unless the cc: or bcc: recipient is aware that you will be copying a mail to him/her and knows what action, if any, to take.
  - If you forward mails, state clearly what action you expect the recipient to take.
  - Only send emails of which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the email, using other means of communication, or protecting information by using a password (see confidential).
  - Only mark emails as important if they really are important.
- **Replying to emails** :
    - Emails should be answered within at least 24 working hours, but users must endeavor to answer priority emails within 1 business day.
    - Priority emails are emails from existing customers and business partners.
  - **Maintenance** :
    - Delete any email messages that you do not need to have a copy of, and Outlook will automatically empty your 'deleted items' at closing.
    - Delete any read receipt. After you did, it would be integrated with your sent email automatically.
  - **Other**
    - Do not allow to subscribe your company's email address to those websites that are non-business purpose.
    - If you receive any junk or other format advertisement emails, forward them immediately to IT Department. IT Department will try to unsubscribe your email address from the advertisement email list, or try to block it.
    - The forwarding of chain letters or junk emails is strictly forbidden.
    - Your email account would be automatically forwarded to your proxy or supervisor while you are taking a vacation over 3 days.

#### PERSONAL USE

Company's email system is meant for business use only. No personal use.

#### CONFIDENTIAL INFORMATION

Company confidential information must not be shared outside of the Company by any email manner, without authorization, at any time. If you get the authorization, you must secure the information by including it in a Microsoft Word, Excel, WinZip or WinRAR, and protecting it with a password. Then provide the recipient with the password by means of other communication, for instance by telephone.

#### DISCLAIMER

The following disclaimer will be added to each outgoing email:

'This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. Finally, the recipient should check this email and any attachments for the presence of viruses. The COMPANY accepts no liability for any damage caused by any virus transmitted by this email.'

**SYSTEM MONITORING**

You must have no expectation of privacy in anything you create, store, send or receive by the company's email system. Your emails can be monitored by authorized staff without prior notification if company deems this necessary. If there is evidence that you are not adhering to the guidelines set out in this policy, the company reserves the right to take disciplinary action, including termination and/or legal action.

**EMAIL ACCOUNTS**

All email accounts maintained on and all messages distributed via company's email system are deemed property of company. Passwords should not be given to other people. If needing to change your email password, you have to notice IT Department in advance.

**QUESTIONS**

If you have any questions or comments about this Email Policy, please contact Davie, at [646-963-1005], [718-539-5587] or DavieC@GramercySurgery.com. If you do not have any questions, company presumes that you understand and are aware of the rules and guidelines in this Email Policy and will adhere to them.

**DECLARATION**

I have read, understand and acknowledge receipt of the Email policy. I will comply with the guidelines set out in this policy and understand that failure to do so might result in disciplinary or legal action.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_