



CORPORATE EMAIL POLICY

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1. Overview

Electronic email is pervasively used in almost all industry verticals and is often the primary communication and awareness method within an organization. At the same time, misuse of email can post many legal, privacy and security risks, thus it's important for users to understand the appropriate use of electronic communications.

2. Purpose

The purpose of this email policy is to ensure the proper use of Remington Group's email system and make users aware of what REMINGTON Group deems as acceptable and unacceptable use of its email system. This policy outlines the minimum requirements for use of email within REMINGTON Group Network. This document is a working document, will update upon the requirements.

3. Scope

This policy covers appropriate use of any email sent from a REMINGTON Group email address and applies to all employees, vendors, and agents operating on behalf of REMINGTON Group.

4. Policy

- 4.1 All use of email must be consistent with REMINGTON Group policies and procedures of ethical conduct, safety, compliance with applicable laws and proper business practices.
- 4.2 REMINGTON Group email account should be used primarily for REMINGTON Group business-related purposes; any personal email communication are prohibited all the time.
- 4.3 All REMINGTON Group data contained within an email message or an attachment must be secured according to the Data Protection Standard.
- 4.4 Email should be retained only if it qualifies as a REMINGTON Group business record. Email is a REMINGTON Group business record if there exists a legitimate and ongoing business reason to preserve the information contained in the email.
- 4.5 Email that is identified as a REMINGTON Group business record shall be retained according to REMINGTON Group Record Retention Schedule.
- 4.6 The REMINGTON Group email system shall not to be used for to receive, create or distribution of any disruptive or offensive messages, including offensive comments about race, gender, hair color, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Employees who receive any emails with this content from any REMINGTON Group employee should report the matter to their supervisor immediately.

- 4.7 Users are prohibited from automatically forwarding REMINGTON Group email to a third party email system (noted in 4.8 below). Individual messages which are forwarded by the user must not contain REMINGTON Group confidential or above information.
- 4.8 Users are prohibited from using third-party email systems and storage servers such as Google, Yahoo, and MSN Hotmail etc. to conduct REMINGTON Group business, to create or memorialize any binding transactions, or to store or retain email on behalf of REMINGTON Group. Such communications and transactions should be conducted through proper channels using REMINGTON Group-approved documentation.
- 4.9 Using REMINGTON Group's resources for personal\private emails communication during office hours is prohibited, personal\private and non-work related emails can be access after office hours and shall be saved in a separate folder (Gmail, Hotmail, etc.) from work related email. Sending chain letters or joke emails from a REMINGTON Group email account is prohibited.
- 4.10 REMINGTON Group employees shall have no expectation of privacy in anything they store, send or receive on the company's email system.
- 4.11 REMINGTON Group may monitor messages headers without prior notice due to security reasons. In such cases, the email content will be encrypted and not be able to decrypt
- 4.12 REMINGTON Group employees should not use Remington Group's official email address to register any kind of social media, including, but not limited to Facebook, LinkedIn, etc. unless otherwise have a written confirmation from the management which may use for official matters.

5. Policy Compliance

5.1 Compliance Measurement

The CIO will verify compliance to this policy through various methods, including but not limited to, periodic walkthrough, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

5.2 Exceptions

Any exception to the policy must be approved by the policy owner in advance.

5.3 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

6. Related Standards, Policies and Processes

6.1 Email etiquette

- I. Only discuss public matters. We've all heard the stories about a "private" e-mail that ended up being passed around to the entire company, and in some cases, all over the Internet. One of the most important things to consider when it comes to e-mail etiquette is whether the matter discussing is a public, or something that should be talked about behind closed doors. Ask yourself if the topic being discussed is something you'd write on company letterhead or post on a bulletin board for all to see before clicking "send."
- II. Briefly introduce yourself. Do not assume the person receiving your e-mail knows who you are, or remembers meeting you. If you are uncertain whether the recipient recognizes your e-mail address or name, include a simple reminder of who you are in relation to the person you are reaching out to; a formal and extensive biography of yourself is not necessary.
- III. Don't "e-mail angry." E-mailing with bad news, firing a client or any stakeholder, expressing anger, reprimanding someone, disparaging other people in e-mails (particularly if you're saying something less than kind about your supervisor) are all major no-no's. E-mail can seem so informal; many people fall into this trap. Always remember that e-mail correspondence lasts forever.
- IV. Use exclamation points sparingly. The maximum number of exclamation points in a business email should be limited to one, more than one exclamation point always express unprofessionalism of the email.
- V. Be careful with confidential information. Refrain from discussing confidential information in e-mails such as someone's tax information or the particulars of a highly-sensitive business deal. Should the e-mail get into the wrong person's hands, you could face serious - even legal - repercussions.
- VI. Respond in a timely fashion. Unless you work in some type of emergency capacity, it's not necessary to be available the instant an e-mail arrives. Depending on the nature of the e-mail and the sender, responding within 24 to 48 hours is acceptable.
- VII. Refrain from sending one-line emails. "Thanks," and "Oh, OK" do not advance the conversation in any way. Feel free to put "No Reply Necessary" at the top of the e-mail when you don't anticipate a response.
- VIII. Avoid using shortcuts to real words, emoticons, jargon, or slang. Words from grown, business people using shortcuts such as "4 u" (instead of "for you"), "Gr8" (for great) in business-related e-mail is not acceptable. If you wouldn't put a smiley face or emoticon on your business correspondence, you shouldn't put it in an e-mail message. Any of the above has the potential to make you look less than professional.

- IX. Keep it clean. Nothing annoys recipients more than when people reply and leave the messages messy, for example, an e-mail chain that includes excessive carets (>>>), or pages and pages of e-mail addresses that weren't protected using Bcc. You can get rid of carets by selecting the text, Ctrl+F to use the Find and Replace command to find a caret and replace all of them with nothing. You can get rid of all the e-mail addresses just by deleting. Clean it up, then send it.
- X. Be clear in your subject line. With inboxes being clogged by hundreds of e-mails a day, it's crucial that your subject line gets to the point. It should be reasonably simple and descriptive of what you have written about. Expect that any e-mail with a cute, vague, or obscure subject will get trashed. Also, proof your subject line as carefully as you would proof the rest of the e-mail.
- XI. Don't get mistaken for Spam. Avoid subject lines that are in all caps, all lower case, and those that include URLs and exclamation points - which tend to look like Spam to the recipient.
- XII. Your subject line must match the message. Never open an old e-mail, hit Reply, and send a message that has nothing to do with the previous one. Do not hesitate to change the subject as soon as the thread or content of the e-mail chain changes.
- XIII. Provide a warning when sending large attachments. Sending unannounced large attachments can clog the receiver's inbox and cause other important e-mails to bounce. If you are sending something that is over 500KB, senders should ask, 'Would you mind if I sent you an attachment? When would be the best time for you? No more than two attachments, and provide a logical name. Unless it's been specifically requested, refrain from sending a message with more than two attachments. Also, give the attached file(s) a logical name so the recipient knows at a glance the subject and the sender.
- XIV. Send or copy others only on a need to know basis. Before you click Reply All or put names on the Cc or Bcc lines, ask yourself if all the recipients need the information in your message. If they don't, why send it? Take time to send your messages to the right people.
- XV. Beware of the "reply all." Do not hit "reply all" unless every member on the e-mail chain needs to know. You want to make sure that you are not sending everyone on a list your answer-; whether they needed to know or not.
- XVI. Pick up the phone. When a topic has lots of parameters that need to be explained or negotiated and will generate too many questions and confusion, don't handle it via e-mail. Also, e-mail should not be used for last minute cancellations of meetings, lunches, interviews, and never for devastating news. If you have an employee or a friend you need to deliver bad news to, a phone call is preferable. If it's news you have to deliver to a large Group, e-mail is more practical.

- XVII. Evaluate the importance of your e-mail. Don't overuse the high priority option. If you overuse this feature, few people will take it seriously. A better solution is to use descriptive subject lines that explain exactly what a message is about.
- XVIII. Maintain privacy. If you're sending a message to a Group of people and you need to protect the privacy of your list, you should always use "Bcc." Additionally, avoid giving out e-mail addresses to a third party (such as an Evite, newsletter, etc). Make sure that addresses you willingly hand over to third parties stay with them, especially when the service they're offering is free.
- XIX. Keep it short and get to the point. The long e-mail is a thing of the past. Write concisely, with lots of white space, so as to not overwhelm the recipient. Make sure when you look at what you're sending it doesn't look like a burden to read - feel free to use bullet points. The person reading your e-mail should not have to dig through several paragraphs in order to figure out what you're asking. You should state the purpose of the e-mail within the first two sentences. Be clear, and be up front.
- XX. Know your audience. Your e-mail greeting and sign-off should be consistent with the level of respect and formality of the person you're communicating with. Also, write for the person who will be reading it - if they tend to be very polite and formal, write in that language. The same goes for a receiver who tends to be more informal and relaxed.
- XXI. Only use an auto-responder when necessary. An automatic response that says, "Thank you for your e-mail message. I will respond to you as soon as I can" is useless. However, one thing these messages do great is alert spammers that your e-mail is real and that they can add you to their spam list.
- XXII. Train your staff. Managers and all senior staff should make sure their staff is trained in e-mail communications - don't assume they know what they're doing, and what is considered professional. Set up e-mail standards that everyone at the company should abide by.
- XXIII. Your e-mail is a reflection of you. Every e-mail you send adds to, or detracts from your reputation. If your e-mail is scattered, disorganized, and filled with mistakes, the recipient will be inclined to think of you as a scattered, careless, and disorganized businessperson. Other people's opinions matter and in the professional world, their perception of you will be critical to your success.

ACKNOWLEDGMENT

I have carefully read the Corporate Email Policy. I understand the contents, and I agree to comply with the said Policy.

Business Unit & Department			
Name			
Signature		Date	
Manager/Supervisor Signature		Date	