

EMAIL POLICY

The purpose of this policy is to ensure the proper use of Real Soft Inc's, [hereinafter RSI] email system and make users aware of what RSI deems as acceptable and unacceptable use of its email system. The RSI 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 RSI can be held liable.
- If you forward emails with any libelous, defamatory, offensive, racist or obscene remarks, you and RSI can be held liable.
- If you unlawfully forward confidential information, you and RSI can be held liable.
- If you unlawfully forward or copy messages without permission, you and RSI can be held liable for copyright infringement.
- If you send an attachment that contains a virus, you and RSI 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 RSI 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 forge or attempt to forge email messages.
- Do not send email messages using another person's email account.
- Do not disguise or attempt to disguise your identity when sending mail.

BEST PRACTICES

RSI 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 RSI wishes users to adhere to the following guidelines:

- **Writing emails :**
 - Write well-structured emails and use short, descriptive subjects.
 - RSI's email style is informal. This means that sentences can be short and to the point. You can start your e-mail with 'Hi', or 'Dear', and the name of the person. Messages can be ended with 'Best Regards'. The use of Internet abbreviations and characters such as smileys however, is not encouraged.
 - Signatures must include your name, job title and company name. A disclaimer will be added underneath your signature (see Disclaimer)
 - Use the spell checker before you send out an email.
 - Do not send unnecessary attachments. Compress attachments larger than 200K before sending them.

- Do not write emails in capitals.
- 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 8 working hours. Users ought to answer priority emails as soon as possible.
- **Maintenance:**
 - Delete any email messages that you do not need to have a copy of. Archive non-essential emails monthly.

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 administrator. 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. 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, browse or receive using the company's computer system. Your emails can be monitored without prior notification if RSI deems this necessary. If there is evidence that you are not adhering to the guidelines set out in this policy, then RSI reserves the right to take disciplinary action, including termination and/or legal action.

EMAIL ACCOUNTS

All email accounts maintained on our email systems are property of RSI. Passwords should not be given to other people.

QUESTIONS

If you have any questions or comments about this Email Policy, please contact the Legal Department. If you do not have any questions RSI 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: _____