



EMAIL POLICY

The purpose of this policy is to ensure the proper use of **SARYAM**'s email system and make users aware of what **SARYAM** deems as acceptable and unacceptable use of its email system. **SARYAM** 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 can be held liable.
- If you forward emails with any libelous, defamatory, offensive, racist or obscene remarks, you can be held liable.
- If you unlawfully forward confidential information, you can be held liable.
- If you unlawfully forward or copy messages without permission, you can be held liable for copyright infringement.
- If you send an attachment that contains a virus, you 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 **SARYAM** will disassociate itself from the user as far as legally possible.

SARYAM ENGINEERING PRIVATE LIMITED

Regd Office & Works: Industrial Plot No. 11, Area III, Nagavalli Amman Koil Road, Maraimalai Nagar, Chengalpattu District, Tamilnadu 603 209. India
Phone : +91 44 27453333, 27453332 *Fax:* +91 44 24491824
City Office : Plot No. D-9 & D-10, Rangareddy Garden, 3rd Cross Street, Neelankarai, Chennai 600 041. Tamilnadu. India
Phone : +91 44 24491824, 24491968, 42871141 *Fax:* +91 44 24491824 *Email:* admin@saryam.com *Web:* www.saryam.com



LEGAL REQUIREMENTS:

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

- 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 mail.

BEST PRACTICES:

SARYAM 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 **SARYAM** wishes users to adhere to the following guidelines:



Writing emails:

- Write well-structured emails and use short, descriptive subjects.
- **SARYAM** email style is informal. This means that sentences can be short and to the point. You can start your e-mail with 'Dear', and the name of the person. Messages can be ended with 'Best Regards' or Thanking you. 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.
- Use the spell checker before you send out an email.

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- Do not send unnecessary attachments. Compress attachments larger than 200K before sending them.
- 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 for concern person and as important if they really are important.
- Any communication through email or any other mails sent should certainly made copy to MD / admin@saryam.com and the person concerned.
- For further clarification details given below :

| Work Description | Department | Send mail to | Copy to |
|---|-------------------|--|-----------------------------|
| Service Related (E.g.: Service report or any communications) | Customer Support | Mr. Manikandan | MD / Director / Admin |
| Purchase Related (e.g PRF, Quotation follow-up, status of the material & Payment) | Accounts & Admin | Ms. Meenakshi & Admin @ Factory | MD / Director |
| Sales Enquiry mails | Sales | sales@saryam.com | MD |
| HR Related (Leave, Advance, Permission, Reg – attendance, Work Compensation) | Accounts & Admin | Immediate Reporting Head & MD | Meenakshi & Admin @ Factory |
| Salary related queries (eg. ESIC, PF, TDS) | Accounts & Admin | Ms. Meenakshi | MD |

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| Work Description | Department | Send mail to | Copy to |
|---|-------------------|--|--|
| Any other Factory Maintenance (supply of drinking, Kiosk or any other issues) | Admin | Ms. Meenakshi & Admin @ Factory | MD |
| Files & Folders storage in Server, About Our website | Development | Mr. Muniyandi | MD & Admin Dept |
| Manufacturing, assembly, Testing, Solidwork Drawing, Mfg. Schedule Planning etc | Production | Mr. Manikandan | MD / Director |
| Despatch of material, Sending Courier | Admin | Ms. Meenakshi, Store in charge & Admin @ Factory | Concern Reporting Head & MD |
| BMS – Production / Schedule | Development | Mr. Muniyandi | MD / Director |
| Production Indent, BOM, Quotation, Purchase Order, Payment – related queries | Accounts | Ms. Meenakshi | MD / Director & Immediate Reporting Head |
| All Product Instruction Manual / User Manual / Catalogue's etc | Development | Mr. Muniyandi | MD / Director |



Replying to emails:

- Emails should be answered within at least 8 working hours, but users must endeavor to answer priority emails within 4 hours.
- 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 set your email client to automatically empty your 'deleted items' on closing.

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SYSTEM MONITORING

- You must have no expectation of privacy in anything you create, store, send or receive on the company's computer system.
- Your emails can be monitored without prior notification if **SARYAM** deems this necessary.
- If there is evidence that you are not adhering to the guidelines set out in this policy, the **SARYAM** 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 **SARYAM**.
- Passwords should not be given to other people and should be changed once a month.
- Email accounts not used for 60 days will be deactivated and possibly deleted.

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