

Jaipur Rugs Company Pvt. Ltd.	IT Policy – Email Usage	Issue 1, Rev.1 (01/12/15)
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**Email Usage Policy Document
Jaipur Rugs Company Pvt. Ltd**



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JAIPUR RUGS E-MAIL Usages Policy

1. Remember that the email system is provided as a means to conduct business communications. Please limit the amount of personal email usage that you conduct.
2. **Lewd, sexist, racist and other inappropriate content is strictly forbidden, and will constitute grounds for immediate dismissal.**
3. Do not send Photos, Movies, Animated Files, Junk Mail, and Chain Letters through the email system.
4. Limit the use of sending **screen-shots** of your computer to those occasions when it is really needed. Also do not use graphics or photos in the backgrounds and signature lines of your email.
5. Attachments should be limited and attachments **over 10 megabyte** should NOT be sent. Large attachments should be placed in a shared folder/public folder for all to view rather than sent via the email system.
6. If large attachments are to be sent they should always be compacted using the **WinZip** utility prior to sending.
7. When replying to a message please only reply to those who are affected by the information contained. Use the "**Reply to All**" button sparingly. Not everybody needs to be continued in every conversation.
8. Do not include large or multiple **Distribution Lists** of people in a message when this can be avoided. Remember that we all receive a lot of email and rapidly delete mail that we feel does not pertain to us. The more DL's you include in an email the more likely those recipients are to do the same to your email.
9. Be careful when picking **Names** and **Distribution Lists** from the address book. Some people and lists have very similar names. Make sure you pick the right one, before you send.

Avoid virus attacks by following given suggestions

Recently there have been an increasing number of e-mail viruses infecting our work environment; Melissa and VBS. This has caused loss of data as well as Exchange down time. According to the news more of these Viruses are on the way. Below is a list of guidelines to follow to stop or at least limit the impact of any future out breaks.

- Always check the **subject** line. Most viruses use something like "please check this attachment", "Here's the information you requested" or something of the way like "I love you".
- Check to see if you have multiple Emails with the same subject line from different people.
- Never open an attachment from someone you don't know or one you're not expecting.
- Virus attachments usually have **.zip .exe .vbs** extensions.
- Enable the "**preview mode**" on you on your Outlook client so you can preview your e-mail without having to open it.
- Keep your Antivirus software up to date. The latest virus definitions should be downloaded once a month. You should follow that with a complete Virus Scan of your hard drive.
- If you're not sure about any of this, call the Help Desk at 210 , 219 , 110.

E-MAIL MESSAGE ETIQUETTE

As more and more employees are communicating both internally and externally via e-mail, it is important to recognize that there are certain e-mail manners to follow just as there are when communicating via the telephone or when writing a letter. Not minding the basics of e-mail etiquette can unintentionally annoy or offend other users.

The following guidelines for e-mail "netiquette," as it is often called, have been compiled from various sources and are intended to remind employees on the importance of proper manners when communicating on-line.

- When considering the content of your e-mail messages, remember that company e-mail belongs to the company and is not private. (Storage tapes of all e-mails also are retrievable for years).
- Do not type in **ALL CAPITAL LETTERS**; it is considered the equivalent of shouting.
- E-mail is just like a normal letter or conversation. Always **be polite and respectful**.
- If you are going to **quote e-mail** you received from someone else you would be wise to ask permission beforehand. At the very least, make sure you attribute the quote properly and show it in context.
- It is **illegal to post** copyrighted images, text, or software online (without written permission from the company).
- **Do not type in the heat of the moment**; you will regret it later. This is an action commonly referred to as "flaming." Instead, give yourself a little time to cool down and write a more appropriate reply.
- When replying to messages sent to a group of individuals, do not copy every recipient of the original message in your response. Limit your copies to those who really need the information.
- If you receive a message that seems to warrant a reply, send a brief reply if you wish to keep in contact with them. Just as not returning phone calls is considered rude, so is not replying to e-mail messages.
- Consider the reader. Make sure you are writing so that the reader can understand it. Put yourself in the position of the reader. Make sure your writing makes sense. Proofread your messages before sending.
- **Keep it simple**. Use plain English. Don't get too flowery or pompous.

Avoid rare acronyms and slang. Especially if you are communicating with non-English countries.

- **Use fonts such as Arial or Times New Roman that are easy to read.** Weird fonts might look neat, but they can be very distracting to the reader.
- **Use font sizes such as 10 or 12,** which are easy to read on a screen. Smaller fonts cause eyestrain.
- Begin with a polite greeting such as **Hello Paul** or **Dear Julie.** End your message with **Thank You** or **Regards,** and your name.
- If you're asking for something say **Please.** If the person has done something for you say **Thanks.** These don't cost you a dime, but they are worth a lot of goodwill.
- Include an **auto-signature.** It saves people having to look up your name, title, location, and phone.
- **Read receipts** are OK but use them sparingly. They can be very annoying if used all the time.



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