



EMAIL POLICY

The purpose of this policy is to ensure the proper use of Aeroquest's (the "Company") email system and to make users aware of what the Company deems as acceptable and unacceptable use of its email system. The Company reserves the right to amend this policy from time to time.

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 and therefore it is important that users are aware of the legal risks associated with email use:

- If you send emails with any malicious, defamatory, offensive, racist or obscene remarks, you and the Company can be held liable.
- If you forward emails with any malicious, defamatory, offensive, racist or obscene remarks, you and the Company can be held liable.
- If you unlawfully forward confidential information, you and the 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 the Company can be held liable.

By following the guidelines in this policy, the email user can minimize the legal risks associated with email use. If a user disregards the guidelines set out in this policy then the user may be held fully liable and the Company may disassociate itself from the user as far as legally possible. Breaches of this policy may be grounds for reprimand or dismissal.

LEGAL REQUIREMENTS

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

- You are strictly prohibited from sending or forwarding emails containing malicious, defamatory, offensive, racist or obscene remarks. If you receive an email of this nature, you must promptly notify your supervisor.
- You may not forge or attempt to forge email messages.
- You may not send email messages using another person's email account unless permission has been granted by that person.
- You may not copy a message or attachment belonging to another user without permission of the originator and acknowledging the originator.
- You may not disguise or attempt to disguise your identity when sending email.

BEST PRACTICES

The 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. The Company therefore wishes users to adhere to the following guidelines:

Writing emails:

- Write well-structured emails and use short, descriptive subject headings.
- Depending on the recipient and purpose of the email, the style may wither be formal or informal. Informal emails mean 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) Along with the Company logo - A standard company signature template will be issued to you when your email account is established and must be used at the footer of your email.
- Use the spelling checker before you send out an email.
- Do not send unnecessary attachments or attachments of excessive size. Compress large attachments before sending them.
- Be mindful when using words that are entirely capitalized as it will be perceived that you are shouting at the recipient.
- Do not use cc: or bcc: fields unless the cc: or bcc: recipient is aware that you will be copying an email to him/her and knows what action, if any, to take.
- Avoid the over use of cc and bcc distributions. Keep the recipient list concise and relevant.
- If you on-forward emails then 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 (refer to the section, Confidential).
- Only mark emails as important if they are actually important.
- Subject headings should be clear as to the relevance of the email. The recipient should be able to ascertain the purpose of the email from the subject heading.

Replying to emails:

- Do not forward a message without first obtaining permission from the sender.
- 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, or requests from co-workers seeking information/support

Newsgroups:

- Users must request permission from their supervisor before subscribing to a newsletter or news group.

PERSONAL USE

Although the Company's email system is meant for business use, the Company allows the reasonable use of email for personal use if certain guidelines are adhered to:

- Personal use of email should not interfere with work.
- Personal emails must also adhere to the guidelines in this policy.
- Personal emails should be kept in a separate folder, named 'Private'. The emails in this folder should be deleted weekly so as not to clog up the system.
- You may not use the company's email to send mass mailings.
- All messages distributed via the company's email system, even personal emails, are the Company's property.

CONFIDENTIAL INFORMATION

Avoid sending confidential information by email. If you do, you must secure the information by including it as an attachment (such as a Microsoft Word or Excel file) and protecting it with a password. Then provide the password to the recipient by means of other communication, for instance by telephone.

DISCLAIMER

The following disclaimer will be added to each outgoing email:

Notice to Recipient: The information in this message is meant only for the intended recipient of the transmission and may contain confidential or privileged information. Any copying, retransmittal, taking of action in reliance on, or other use of the information in this communication by persons other than the addressees is prohibited. If you received this email in error, please immediately notify the sender and please delete or destroy all copies of this message. This message may have been altered without your or our knowledge. You should check this email and any attachments for the presence of viruses. The company accepts no liability for any errors or any damage caused by any virus transmitted by this email.

FOOTER

The Company will issue you with a standard email footer template or email signature which is to be included at the base of all Company email messages.

SYSTEM MONITORING

You must have no expectation of privacy in anything that you create, store, send or receive on the Company's computer system or I.T. network. Your emails can be monitored without prior notification if the Company deems this necessary and the Company reserves the right to maintain backup records of all incoming and outgoing email messages. 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 the Company's email system are property of the Company. Passwords should not be given to other people and should be changed periodically.

FIELD CREW

For those working in the field and only in remote locations where you can not obtain access to our **Web Access Mail** site, than you may use personal email applications as an alternative, however, the above guidelines apply.

QUESTIONS

If you have any questions or comments about this Email Policy, please contact James Bokla, jbokla@aeroquest.ca

DECLARATION

I have read, understand and agree to comply with the guidelines contained in the Company's Email Policy.

Signature:

Date:

Printed Name:

Example:



Name
Title
7687 Bath Road
Mississauga, ON L4T 3T2
T: 905-672-9129 Ext. 000, TF: 866-693-9129
F: 905-672-7083
E: flstname@aeroquest.ca
W: www.aeroquest.ca

Notice to Recipient: The information in this message is meant only for the intended recipient of the transmission and may contain confidential or privileged information. Any copying, retransmittal, taking of action in reliance on, or other use of the information in this communication by persons other than the addressees is prohibited. If you received this email in error, please immediately notify the sender and please delete or destroy all copies of this message. This message may have been altered without your or our knowledge. You should check this email and any attachments for the presence of viruses. The company accepts no liability for any errors or any damage caused by any virus transmitted by this email.