

BEDC Email Usage Policy Document

Date:

26.07.2022-1-04-2014

1.0 INTRODUCTION

There is always a need to standardise process regarding the e-mail system to avoid or minimise the threats (or at least mitigate the risks) posed by email messaging while leveraging e-mail's benefits.

Thus, the measures included in this document are to constitute the mandatory E-mail Usage Policy in BEDC.

Our email platform (Office 365) comes with robust ~~Cloud based~~ anti-virus and anti-spam controls that will eliminate threats before they even make their way to end users' devices (desktops, laptops, Phones etc). However, technology solutions alone cannot guarantee 100% protection; hence, the need for us to clearly define what behaviours constitute acceptable use of BEDC's corporate e-mail accounts.

This document also includes the penalties/sanctions that will result from violating any are of the policy.

2.0 PURPOSE OF THE POLICY

1. To define and standardise naming convention for E-mail address format for BEDC e-mail system
2. To create standard and provide rules for the use and administration of e-mail services in BEDC so as to ensure the proper use of BEDC's email system;
3. To make users aware of what BEDC deems as acceptable and unacceptable use of its email system.
4. To make users aware of the risks and the legal implications of e-mail usage.
5. Define minimum sanction/penalties associated with any breaches/violation of any portion of the policy.

3.0 TARGET AUDIENCE

- o All employees created on the e-mail systems when using the electronic mail (or the intranet) in BEDC and on behalf of BEDC.
- o All other persons created on the mail services as a result of their functions or tasks being performed for or on behalf of BEDC.

1. The need for an Email Usage Policy in BEDC

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The aim of this document is to enable BEDC totally avoid the threats (or at least mitigate the risks) posed by email messaging while leveraging e-mail's benefits.

The measures included in the document are the use of group policies and the mandatory email use policy.

Our email platform (Office 365) comes with robust Cloud-based anti-virus and anti-spam controls that will eliminate threats before they even make their way to end users' devices (desktops, laptops, Phones etc). However, technology solutions alone cannot guarantee 100% protection; hence, the need for us to clearly define what behaviours constitute acceptable use of BEDC's corporate e-mail accounts.

This document also includes the penalties that will result from violating these policies.

2.5.0 BEDC's E-mail Address Naming Convention

The company's registered domain name is "bedcpower.com".

With more than 500 employees Considering the size of the company and large number of employees, it is important that our naming schema for Email Id should be as descriptive as possible. This will help eliminate duplications.

Consequently, we have adopted the following naming convention

"Firstname+Lastname@bedcpower.com".

But even with this naming schema, we anticipate that we cannot completely avoid duplications. So, in the event that happens and such a name has been taken already, the naming schema becomes:

"Firstname+MiddlenameInitial+Lastname@bedcpower.com"

3. The Need for End User Adoption

End User Adoption is often used as an abstract concept that stands for "success" of the solution as judged by the end users or the consumers of the solution.

To be successful, the IT Department must deliberately drive End User Adoption of the newly deployed Outlook Email System.

The emphasis on End User Adoption is important because of the low level of IT skills amongst BEDC staff. Furthermore, success is an End User Adoption and business results issue. This implies that the success of this Outlook Email Project will be measured by what happens after the system is up and running.

General Introduction

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- ~~o This policy applies to **all** employees when using the electronic mail (or the intranet) in BEDC and on behalf of BEDC.~~
- ~~o Every employee has a responsibility to maintain the BEDC's image, to use these electronic resources in a productive manner and to avoid placing BEDC at risk of legal liability based on their use.~~
- ~~o All messages distributed via the company's email system, even personal emails, are BEDC's property. You must have no expectation of privacy in anything that you create, store, send or receive on the company's email system.~~

5.0 Potential Risks arising from the Use of email & Rules for e-mail use

5.1 LEGAL & REPUTATIONAL 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. The following risks have been identified and all users should note them carefully:

- 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 and BEDC can be held liable.
- Letters, files and other documents attached to emails may belong to others. By forwarding this information, without permission from the sender, to another recipient you may be liable for copyright infringement.
- Email messages can carry computer viruses. If you send an attachment that contains a virus, you and BEDC can be held liable. By opening emails and attachments from an unknown sender you may introduce a virus into BEDC'S computer operations generally.
- An email message may go to persons other than the intended recipient. If it contains confidential or commercially sensitive information, this could be damaging to BEDC.
- An email message may legally bind BEDC contractually in certain instances without the proper authority being obtained internally.
- Email should always be regarded as potentially public information, which carry a heightened risk of legal liability for the sender, the recipient and the organizations for which they work.

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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 BEDC will disassociate itself from the user as far as legally possible

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Your emails can be monitored without prior notification if BEDC deems this necessary. 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 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 email.

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The following risks have been identified and all users should note them carefully:

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1. An email message may go to persons other than the intended recipient. If it contains confidential or commercially sensitive information, this could be damaging to BEDC.

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2. Letters, files and other documents attached to emails may belong to others. By forwarding this information, without permission from the sender, to another recipient you may be liable for copyright infringement.

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3. Email is a fast form of communication. Often messages are written and sent simultaneously, without the opportunity to check for accuracy. If you send emails with any libelous, defamatory, offensive, racist or obscene remarks, you and BEDC can be held liable.

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4. An email message may legally bind BEDC contractually in certain instances without the proper authority being obtained internally.

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5. Email messages can carry computer viruses. If you send an attachment that contains a virus, you and BEDC can be held liable. By opening emails and attachments from an unknown sender you may introduce a virus into BEDC'S computer operations generally.

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6. Email should always be regarded as potentially public information, which carry a heightened risk of legal liability for the sender, the recipient and the organizations for which they work.

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Rules for email use

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BEDC 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. Users should take the same care in drafting an email as they would for any other communication. Therefore BEDC wishes users to adhere to the following rules:

5.2.1 GENERAL RULES

- i) BEDC's name is included in the heading carried with every message sent by a User. Thus Emails reflect on BEDC's image and reputation. Therefore, email messages must be appropriate and professionals
- ii) BEDC email system is for official use. It is an offence to send personal emails using company allocated email address.
- iii) Every User has a responsibility to maintain the BEDC's image and to use these electronic resources in a productive manner and to avoid placing BEDC at risk of legal liability based on their use.
- iv) All messages distributed via the company's email system, even personal emails, are BEDC's property. Users have no expectation of privacy in anything that you create, store, send or receive on the company's email system.
- v) Great care must be taken when attaching documents or files to an email. Letters, files and other documents attached to emails may belong to others. By forwarding this information, without permission from the sender, to another recipient you may be liable for copyright infringement. Again, if in doubt, please consult your manager.
- vi) Only send emails of which the content could be displayed on a public notice board. If emails cannot be displayed publicly in their current state, consider rephrasing them, using other means of communication, or protecting information by using a password.
- vii) Subscription to electronic services or other contracts on behalf of BEDC is prohibited unless you have the express authority from an authorized member of staff to do so.
- viii) If you receive any offensive, unpleasant, harassing or intimidating messages via email or intranet you are requested to inform your Manager, Risk Manager, HR Head or the IT Personnel immediately. It is important that we trace such emails as quickly as possible.
- ix) A hard copy of any important or potentially contentious communication which you have received via email should be printed and filed appropriately. Where important to do so you should obtain confirmation that the recipient has received your email.
- x) Documents prepared by BEDC for customers may be attached via the email however information received from a customer may not be issued without prior consent of the original sender. If in doubt consult your Manager.
- xi) Users must spell check all mails prior to transmission.
- xii) 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.

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- xiii) Do not forward a message without acquiring permission from the sender first.
- xiv) Do not send unsolicited email messages.
- xv) Do not forge or attempt to forge email messages.
- xvi) Do not send email messages using another person's email account.
- xvii) Do not copy a message or attachment belonging to another user without permission of the originator.
- xviii) Do not disguise or attempt to disguise your identity when sending mail.

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5.2.2 Writing emails:

- i) Write well-structured emails and use short, descriptive subjects.
- ii) BEDC'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.
- iii) Every user must have a standard defined signature and must include user's name, job title and company name.
- iv) Do not send unnecessary attachments. Compress attachments larger than 200K before sending them.
- v) Do not write emails in capitals. That is like shouting at the recipients and this is not encouraged.
- vi) Do not use cc: or bcc: fields unless the cc: or bcc: recipient is relevant to the information being passed in the mail
- vii) If you forward mails, state clearly what action you expect the recipient to take.
- viii) 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).
- ix) Only mark emails as important if they really are important.

5.2.3 Replying to emails:

- i) Emails should be answered within at least 8 working hours, but users must endeavor to answer priority emails within 4 hours.
- ii) Priority emails are emails from existing staff and business partners.
- iii) The use of "Reply All" should only be used if the response is important to those copied other than the initiator of the mail.

5.2.4 Groups e-mail address:

- i) Group e-mail address shall be created by function.
- ii) Any other Group e-mail address together with the list of the users that make up the group MUST be approved by the MD/CEO. The request for the group e-mail address should originate from the department heads that require such.

5.2.5 Maintenance:



- i) 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.
- ii) Users must Create Personal Folders on their local system/PC to backup emails to avoid mailbox size limits
- iii) Mail size limit shall be defined by the Head of IT from time to time and communicated to all users.

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5.2.6 PERSONAL USE

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

- i) Personal use of email should not interfere with work.
- ii) Personal emails must also adhere to the guidelines in this policy.
- iii) Personal emails are kept in a separate folder, named 'Private'. The emails in this folder must be deleted weekly so as not to clog up the system.
- iv) The forwarding of chain letters, junk mail, jokes and executables is strictly forbidden.
- v) Do not send mass mailings.
- vi) All messages distributed via the company's email system, even personal emails, are BEDC's property.

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5.2.6 CONFIDENTIAL INFORMATION

- i) The Company's confidential messages should be distributed to authorized staff of the company only. Forwarding to locations outside is prohibited.
- ii) Avoid sending confidential information by e-mail. If you do, you must secure the information by including it in a Microsoft Word or Excel file and protecting it with a password. Then provide the recipient with the password by means of other communication, for instance by telephone, use of BEDC other communications systems
- iii) Avoid forwarding of BEDC confidential messages to external location.
- iv) Avoid distributing, disseminating or storing images, text or materials that might be considered indecent, pornographic, obscene or illegal.
- v) Avoid distributing, disseminating or storing images, text or materials that might be considered offensive or abusive, in that the context is a personal attack, sexist or racist
- vi) Avoid accessing copyrighted information in a way that violates the copyright.
- vii) Avoid breaking into the system or unauthorised use of a password/mailbox.
- viii) Avoid broadcasting unsolicited personal views on social, political, religious or other non-business related matters.
- ix) Avoid transmitting unsolicited commercial or advertising material;
- x) Avoid undertaking deliberate activities that waste staff effort or networked resources.

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~~x) Notwithstanding the BEDC's right to retrieve and read any electronic mail messages, such messages shall be treated as confidential by other employees and accessed only by the intended recipient.~~

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~~xii) Employees are not authorized to retrieve or read any email messages that are not sent to them. Any exception to this policy must receive prior approval from your manager. However, the confidentiality of any message should not be assumed. Even when a message is erased it is still possible to retrieve and read that message. If any breach of our email policy is observed then disciplinary action up to and including dismissal may be taken.~~

~~xiii) Avoid introducing any form of computer virus into the corporate network~~

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~~1. BEDC's name is included in the heading carried with every message sent by a member of staff. Emails reflect on BEDC's image and reputation. Therefore, email messages must be appropriate and professional.~~

~~2. It is strictly forbidden to use BEDC email system for anything other than legitimate business purposes. Therefore, the sending of personal emails, chain letters, junk mail, and jokes is prohibited.~~

~~All messages distributed via the company's email system are BEDC's property.~~

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~~3. All emails will carry a disclaimer stating that the email is intended only for BEDC's use and if used for any other purpose a named person should be contacted immediately within BEDC.~~

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~~4. Particular care should be taken when sending confidential or commercially sensitive information. If in doubt, please consult your manager.~~

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~~5. Company confidential messages should be distributed to personnel only. Forwarding to locations outside is prohibited.~~

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~~6. Great care must be taken when attaching documents or files to an email. Letters, files and other documents attached to emails may belong to others. By forwarding~~



~~this information, without permission from the sender, to another recipient you may be liable for copyright infringement. Again, if in doubt, please consult your manager.~~

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~~7. Only send emails of which the content could be displayed on a public notice board. If emails cannot be displayed publicly in their current state, consider rephrasing them, using other means of communication, or protecting information by using a password.~~

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~~8. Subscription to electronic services or other contracts on behalf of BEDC is prohibited unless you have the express authority from an authorized member of staff to do so.~~

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~~9. If you receive any offensive, unpleasant, harassing or intimidating messages via email or intranet you are requested to inform your Manager or the IT Personnel immediately. It is important that we trace such emails as quickly as possible.~~

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~~10. A hard copy of any important or potentially contentious communication which you have received via email should be printed and filed appropriately. Where important to do so you should obtain confirmation that the recipient has received your email.~~

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~~11. Documents prepared by BEDC for customers may be attached via the email however information received from a customer may not be issued without prior consent of the original sender. If in doubt consult your Manager.~~

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~~12. Users must spell check all mails prior to transmission.~~

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~~13. BEDC reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received or sent over the electronic mail system for any purpose.~~

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Notwithstanding the BEDC's right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any email messages that are not sent to them. Any exception to this policy must receive prior approval from your manager. However, the confidentiality of any message should not be assumed. Even when a message is erased it is still possible to retrieve and read that message. If any breach of our email policy is observed then disciplinary action up to and including dismissal may be taken.

6.0 DISCLAIMER

- (a) Employees shall not send any confidential information via Email in normal usage.
- (b) All Email messages should have a disclaimer appended to the content of the Email.
- (c) Email Messages shall carry a disclaimer clause (which may be reviewed as and when required) as below:

"This email, including any attachments, is intended for the sole use of the intended recipient(s), and may contain material that is CONFIDENTIAL AND PRIVATE TO BEDC, and the intended recipient(s) of the message, and may be PRIVILEGED. If you are not the intended recipient, any review or reliance or copying or distribution or forwarding of any or all of the contents of this message is STRICTLY PROHIBITED. If you have received this message by mistake, please contact the sender by email and delete all copies; your cooperation in this regard is appreciated. Although the sender endeavors to maintain a virus free computer network, the sender does not warrant that this transmission is virus-free and will not be liable for any damages resulting from any virus transmitted."

7.0

EMAIL MANAGEMENT & MONITORING:

- (a) Email system administrator should daily review the logs for the following and report exceptions to the Chief Information Officer (CIO), Head, Technology on a weekly basis.

<ul style="list-style-type: none"> • Mail box sizes • CPU utilization of server • Memory utilization of server • Free space on hard disk • Configuration changes 	<ul style="list-style-type: none"> • Security logs generated by the system • Virus detected and quarantined • Unauthorized access • Abnormalities in mail routing events
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	<ul style="list-style-type: none"> • <u>Failed logins</u> • <u>Denial of service attempts</u>
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- b. BEDC reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received or sent over the electronic mail system for any purpose.
- c. Users must have no expectation of privacy in anything you create, store, send or receive on the company's computer system.
- d. User emails accounts can be monitored without prior notification if BEDC deems this necessary.
- e. If there is evidence that a user is not adhering to the guidelines set out in this policy, the BEDC reserves the right to take disciplinary action, including termination and/or legal action.
- f. In order to ensure compliance with this policy, the company also reserves the right to use monitoring software in order to check upon the use and content of emails.

8.0 EMAIL ACCOUNTS

- a. All email accounts maintained on our email systems are property of [BEDC]. Passwords should not be given to other people and should be changed in line with Password policy.
- b. Email accounts not used for 60 days will be deactivated and possibly deleted.
- c. Users are expected to back up their e-mails – Inward and Outward on their local system to avoid the breach of the e-mail account size limit otherwise such user shall no longer receive mails nor send out mails once the size limit is reached.

9.0 E-MAIL SYSTEM MANAGEMENT

It is the responsibility of Information Technology unit to manage and provide necessary guide and education on the use of the e-mail application to users

9.1 Mail Box size and Storage Standards

The mail box size and storage standards shall be decided on the availability of disk storage area, no. of users, no. of attachments allowed bandwidth availability of communication links and present usage of Email.

The Email administrator has to ensure that following mailbox size restrictions are implemented.

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General users	50,200 MB GB
Exceptional users	600 MB 100 GB

The Email administrator has to ensure that file attachment size do not exceed 5MB. The size and storage standards can be reviewed on half yearly basis with reference to Email retention guidelines. The size of the mail box can be different depending on the level of employees subject to approval from Head, Technology.

9.2 Storage:

Email systems are not intended for the permanent storage of important information. There are risks of stored Email messages may be periodically expunged by Email administrators, mistakenly erased by users, and otherwise lost when system problems occur.

Where the user intends to save important mails, he should download the messages to his personal folder on the shared folder, or to their local desktop PC / Laptop.

Retention of messages takes up a large amount of space on the Email server and can slow down system performance. The following rules will apply to regulate mailbox sizes:

- (a) When a mailbox sizes takes up 85% warnings will be sent to the user.
- (b) If a mailbox size reaches 90% the user will be blocked from sending Emails but can still receive mails.
- (c) If a mail box size reaches 100% the user will be blocked from sending and receiving mails.
- (d) User archive files should be created if users need additional storing space.

9.3 Stripping of attachments:

The Email administrator should ensure that following rules are implemented.

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(a) Emails with unauthorized attachments shall be stripped of attachments as per list of blocked file types from mail messages to avoid transmission of malicious software.

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(b) In cases where attachments are stripped both the sender and the receiver(s) should be notified of such stripping, unless it is an identified mass mailing.

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9.4 Email Server Security:

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(a) The operating system of the mail server should be secured as per the secure baseline configuration documents.

(b) Email servers accessible from the Internet should be protected by a Firewall and the Email users accessing the server through internet should be communicated by a secure channel like HTTPS (Hypertext Transfer Protocol over Secure Socket Layer, or HTTP over SSL).

(c) Email server should have adequate protection against SPAM and unauthorized mail relay.

(d) Anti-virus software should be installed on the mail server for scanning all Emails transferred through the system.

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9.5 Email User Creation & Maintenance:

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(a) When a new Email account is created with necessary approvals, the Email user shall be informed with the details like allocation of mailbox size, attachment size and usage guidelines.

(b) Email id should be created based on the naming standard as defined above

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(c) User creation, deletion and reset of passwords shall be followed as per Policy adopted for Active Directory Services.

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9.6 Email Classification:

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The email classification shall be adopted for purposes of retention of important mail. Unstructured and non-classification in terms of value and importance shall be a poor management practice for purposes of retention and retrieval as and when required.

Standard classification shall be adopted as below with specific changes in consultation with user /functional departments:

<u>Administrative Correspondence</u>	<u>Policies, Circulars, Holiday Lists, Legal issues, Approvals etc.</u>
<u>Financial Correspondence</u>	<u>Revenue & Expenses related communication</u>
<u>General Correspondence</u>	<u>Operational Matters, Communications with customers or vendors etc.</u>
<u>Unclassified Correspondence</u>	<u>Others</u>

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9.7. Backup:

The system administrator should ensure that the Email system data is backed up as per the procedures laid down in "Data Backup Policy".

The Internal Auditor/IS auditor should review the process of Email administration and log monitoring during the periodical audits.

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10 Responsibilities & Conformance

10.1 Roles and Responsibilities

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<u>Role</u>	<u>Responsibility</u>
<u>Risk Management & Controls</u>	<u>The Internal Audit manages and rolls-out the Email Policy to the different affiliates on behalf of BEDC Group.</u>
<u>Technology Department</u>	<u>The CIOHead, Technology oversees the implementation of the Email Policy on behalf of BEDC</u>
<u>Email Administrator</u>	<u>Implements rules as prescribed in the Operating Procedure.</u> <u>Ensures Email data backup is taken on regular basis.</u> <u>Monitors the Email system and reports violations and security incidents to IT Head with copy to IT</u>

	Security Team
Users	Adhere to the rules prescribed in the Policy.

10.2 Implications of non-conformance

Non-conformance of Email Policy may result in leakage of information, prohibited usage, blocking of resources in terms of disk space, use of Email for personal use. Such practices may affect BEDC both financially in the form of cost and time and non-financially in the forms of image and credibility.

10.3 Enforcement

The email policy procedures and rules shall be enforced by taking a signoff from the respective Email Email Users. On creation of an Email ID, administrator can send a mail on the user roles & guidelines. This mail shall have 'read' alert notification back to administrator. Non-compliance of guidelines & rules may be reviewed seriously and Email user id shall be disabled in the first instance and may incur disciplinary actions in further such instances.

10.4 Mandatory Record Keeping

1. List of file types blocked (as attachments)
2. Email User Maintenance Register

11.0 CHANGES TO THE POLICY

BEDC Management reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.

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EMPLOYEE/E-MAIL USERS UNDERTAKEN

By signing on the line below, I acknowledge that I have read, understand and agree to comply with the ~~foregoing Email~~Company's Email Use Policy. I understand that, if I do not comply with the Email Use Policy, I may be subject to disciplinary action, including loss of access to BEDC's facilities including termination/dismissal.

I may also be subject to legal action for damages or indemnification.

Signature _____ Date _____

NAME

DEPARTMENT/COMPANY

EMPLOYMENT NUMBER

SIGNATURE

DATE

Witness By

Name

Signature

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Information Technology Department

Email Account Request Form

Request Date

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To request for an Email Account, the User must:

1. Fill out this Form
2. Have the completed Form authorised by HoD and approved by HR
3. Return the approved Form to the HoD, ITD.

Requester Information:

First Name _____ Middle Name _____ Last Name _____

Employee Number _____ Department Name _____

Building & Room Number _____ Phone Number _____

Employee Information:

Alternate Email Address _____

Employee Type -> Consultant _____ -> Staff (Tick which is appropriate)

Employment Type -> Permanent _____ -> Temporary _____ -> Duration _____

HoD Authorisation

HoD Name _____ HoD Signature _____

Date Authorised _____

HR Validation

HR Staff Name _____ HR Staff Signature _____

Date Approved _____

For ITD Use only:

Account Created By: _____ Signature _____

Date Created _____



BEDC Password Protection policy

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1.0 Overview/Introduction

It is a convention for every institution to establish standard to effectively and efficiently manage her operations. It is also unusual for sanctions to be applied where there are deviations from standards so defined. One of these standards under Information Security area is a Password policy which is expected to apply to all area of the company activities, software applications, equipment/machines, sites, devices and other IT infrastructures that may require the use of password.

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BEDC is committed to high ethical and operational standards for employees, partners and aims at protecting the company from illegal or damaging actions by individuals or group, either knowingly or unknowingly.

Passwords are an important aspect of computer security. They are the front line of protection for user. A poorly chosen password may result in the compromise of BEDC entire corporate Network. As such, all BEDC employees (including contractors and vendors with access to BEDC systems) are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords.

Purpose

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The Password Policy is intended:

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- a. To establish a standard for creation of strong passwords,
- b. To define strong protection guidelines for those passwords, and
- c. To define frequency of change.

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2.0 Scope

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- a. All personnel who have or are responsible for any form of access that supports or requires a password on any system that resides at any BEDC facility, has access to the BEDC network, or stores any non-public BEDC information.
- b. All password definition in all software applications or IT devices operating system etc that the company employed in her operations from time to time.

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3.0 Policy

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3.1 Password Requirements & Special Rules

Requirements

- a. Minimum Length - 8 characters
- b. Maximum Length - 16 characters
- c. Minimum complexity - Passwords should be a combination of the following types of characters: Lowercase, Uppercase, Numbers, Special characters such as !@#\$\$%^&*(){}[]
- d. Passwords are case sensitive and the user name or login ID though not case sensitive but cannot be used as password.
- e. Password history - Require a number of unique passwords before an old password may be reused. This number should be no less than **5**.
- f. Maximum password age – 30 days;
- g. Minimum password age - 0 days
- h. Account lockout threshold - 4 failed login attempts
- i. Reset account lockout after – 30 minutes

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3.2 Special Rules

- a. Password protected screen savers should be enabled on all systems and should protect the computer within 5 minutes of user inactivity with automatic lock of the system.
- b. Computers should not be unattended with the user logged on and no password protected screen saver active. Users should be in the habit of not leaving their computers unlocked. they can press the **CTRL-ALT-DEL keys** and select "**Lock Computer**".
- c. Rules that apply to passwords apply to passphrases which are used for public/private key authentication keeping in mind that passphrases are made of multiple words and therefore will be longer than normal password.
- d. **Electronic distribution:** Prohibited unless ciphered/encrypted.
- e. **Storage:** Password must be stored encrypted
- f. **Disposal/Destruction:** No special requirements

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3.30 Password Protection Rules/Guide

- Never write passwords down.
- Never send a password through email without encryption.
- Never include a password in a non-encrypted stored document.
- Never tell anyone your password.
- Never reveal your password over the telephone.
- Never hint at the format of your password.
- Never reveal or hint at your password on a form on the internet.
- Never use the "Remember Password" feature of application programs such as Internet Explorer, your email program, or any other program.

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- Never use your corporate or network password on an account over the internet which does not have a secure login where the web browser address starts with https:// rather than http://
- Report any suspicion of your password being broken to Head Risk Management & Controls.
- If anyone asks for your password, refer them to the Head Risk Management & Controls.
- Don't use common acronyms as part of your password eg BEDC, NEPA, PHCN, Benin, Password etc
- Don't use common words or reverse spelling of words in part of your password.
- Don't use names of people or places as part of your password.
- Don't use part of your login name in your password.
- Don't use parts of numbers easily remembered such as phone numbers, social security numbers, or street addresses.
- Be careful about letting someone see you type your password- that is avoid shoulder surfing

4.0 Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment and in line with the Company staff Sanction Policy.

A staff will be deemed to have violated this policy if any of the following occur:

- a. Staff Negligence that leads to compromise of his/her Password
- b. Deliberate divulgence of staff password to another person
- c. Sharing access screen of any application by staff to another person
- d. Deliberate sign on for another person to perform tasks on the system/application with such user log on.
- e. User Login on the system when his/her is not physically present and without the lock screen activated;
- f. Breach of any of the rules stated above.

5.0 Other considerations

Administrator and Root Passwords Management

Administrator passwords to all Application and data bases should be protected very carefully. Administrator accounts should have the minimum access to perform their function. Administrator accounts should not be shared.

Root password to any data base or application should be managed as follows:

- a. The holder shall be a well experienced Data Base Administrator;

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- b. The holder must write the password on a sheet and kept in in sealed envelope. The sealed envelope must be in custody of the MD/CEO or kept at a secured location outside the company premises.
- c. Where the holder is unavailable for a minimum of 3days and he/she failed to properly hand over before his/her exit, the password in the sealed envelope must be recalled to enable a new officer responsible for the task of a Data Base Administration to log on and change the password.
- d. A register must be maintained for the usage of the root password wherein the user must state the specific activities he/she used the password for.
- e. The full audit trail must be activated on all system and the report made available to the Audit unit for review daily.

6.0 Administration

- a. All Applications devices or technology equipment/machines requiring password must comply strictly with the above policy on password.
- b. Where it is practically impossible to comply with the above policy, the head of IT must seek and obtain the approval of the MD/CEO after the concurrence of the Chief Risk Officer to the variation.
- c. Effort should be made to avoid disruptions on the company business;
- d. Questions about this guideline/policy should be addressed to Chief Risk Officer.

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PASSWORD SECRECY/PROTECTION UNDERTAKEN

I.....have read the policy on the password and undertake to observe the policy in entirety as may be modified from time to time. I also pledge not to divulge my password to anyone or be negligent with it in such a way that same could be used to the detriment of the company.

I agree that necessary sanction including termination or dismissal as applicable as per the Human Resources sanction policy shall be applied on me where I violate the content of the password policy.

SIGNED BY

NAME:

EMPLOYMENT NO.:

SIGNATURE

DATE

Witness by

Name:

Signature:

Date:

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