LEI SHING HONG LIMITED

ELECTRONIC MAIL POLICY

Version	Prepared by	Reviewed by	Approved by	Effective Date
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Background
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. The email user and LSH can be made liable if:

- The user sends or forwards emails with any libelous, defamatory, offensive, racist, or obscene remarks.
- The user unlawfully forwards confidential information.
- The user sends an attachment that contains a virus.

By following the guidelines in this policy, the email user can minimize the legal risks involved in the use of email. If any user disregards the rules set out in this Electronic Mail Policy, the user will be fully liable and LSH will disassociate itself from the user as far as legally possible.

Objective
The purpose of this policy is to ensure the proper use of LSH email system and make users aware of what LSH deems as acceptable and unacceptable use of its email system.

Email System

Policy Statement
The LSH group provides a unique email system for business communication. The email system includes two portions which are chosen as the only standards for LSH's email system:

- Microsoft Exchange
- Microsoft Outlook

Objective
To maintain a standard of the LSH email system.

Applicability
This policy applies to all LSH group of companies and all users of the LSH network.

Responsibilities
The Business Managing Directors and the Operation/Function Heads are ultimately responsible for ensuring compliance with this policy.

All users authorized to access LSH network are expected to apply the rules stated in this policy.

Exception
Deviations from this policy require approval of the Head of Corporate IT. The deviation process can be invoked in the circumstances when designated security measures are not legally, technically or practically viable and suitable alternative strategies are available for implementation.

Email Registration

Policy Statement

The LSH group of companies provide an email account to each user who needs to use electronic mails. The LSH group of companies also provide two ways of sending and receiving emails.

- Each email user will be assigned a unique email account. The email account must be registered in a server in one of the LSH offices. This server is claimed as home server of user's email.

- User must use the Microsoft Outlook while his/her PC is connected to the LSH's LAN or the user may use the web mail while he/she is out of the office.

Objective

To maintain a standard of the LSH email system and to better protect the LSH network.

Procedure

- All email account applications must be approved by the division/department head and the applications must be submitted to the Corporate/local IT for processing.

- An email account of the format Christian name + . + Initials* + Last name + xx* + @ lsh.com (*initials and xx only if applicable) is assigned to each user within five days after the IT has received the application. The user will be informed by email or phone when the account is ready.

- All email accounts are published in the Global Address Book and related group address index in Microsoft Exchange.

- An email account must be registered in one of the LSH's servers. The server is claimed as the user's home server.

- User cannot share his/her email account with other users. Email accounts are only to be used by the registered user.

- It is the responsibility of the division/department head to inform the Corporate/local IT to deactivate/suspend an email account five days before the employee is relocated to other office premises or leaves the company.

- It is the responsibility of the Corporate/local IT to deactivate/suspend an email account within five days after a notice of such is received from the relevant division/department.

- Dormant accounts must be checked and deleted regularly by the IT and should not be kept for more than one year. IT must check to ensure all auto-forwarding from dormant accounts to external domain is eliminated for security reason.

Effective Email Communication

Policy Statement
All users must follow the guidelines of using email for communication.

Objective
To maintain a healthy and effective email communication.

Guideline
The following provides a guideline of effective use of email resources:

- Use it for business purpose and answer as promptly as practicable.
- Be concise and to the point.
- Pass the sensitivity test.
- Be complete. Answer all questions and pre-empt further questions.
- Check for accuracy.
- Proper structure and layout.
- Do not attach unnecessary files.
- Do not write in all capital letters.
- Follow up if you fail to receive a timely response.
- Do not overuse the high priority option.
- Do not leave out the message thread.
- Assume email to be in the public domain.
- Do housekeeping of the mailbox regularly.
- Be sensitive about email forwarding.
- A confidentiality disclaimer should be included to all emails sent to external email addresses.

Inappropriate Use
All use of email must be consistent with company policies and procedures of ethical conduct, safety, compliance with applicable laws and proper business practices. Inappropriate use includes but is not limited to:

- Create, distribute or forward any disruptive or offensive messages containing disturbing or distasteful comments, images or materials about, but is not limited to, hate, race, gender, colour, disabilities, age, sexual orientation, pornography, religious beliefs and practices, political beliefs, or national origin. Employees who receive any emails with this content from any employee should report the matter to HR and/or Corporate IT immediately.

- Create, distribute, and/or forward any form of chain letters, hoax, or spam emails.

- Send jokes, rumors, gossip, or unsubstantiated opinions.

- Use of email for illegal or unlawful purposes, including but not limited to copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses or malware).

- Solicit non-company business for personal profit or gain, campaign for a political candidate, espouse political views, promote a religious cause, and/or advertise the sale of non-business merchandise is strictly prohibited.

- Share email account passwords with another person, or attempt to obtain another person's email account password.

- Open email attachments from unknown or unsigned sources. Attachments are the primary source of computer viruses and should be treated with utmost caution.

- Distribute any copyrighted material.

- Transmit unsolicited bulk, commercial, or advertising material.

- Send confidential material, trade secrets, or proprietary information outside of the company.

- To harass or threaten any person or legal entity.

- Send email embedded with links to inappropriate material.

- Use of email to subscribe to a newsletter, online forum, blog, chat room, or newsgroup unrelated to work.

- Send company-wide email messages to All Staff without prior authorization.

- Email spoofing. This includes but not limited to any attempt to add, remove, or modify identifying network header information in an effort to deceive or mislead, or to impersonate any person by using forged headers or other identifying information.

- Attempt unauthorized access to emails or attempt to breach security systems of any email system or eavesdropping (i.e. attempting to intercept any email transactions without proper authorization).

Enforcement

The company reserves the right to monitor email usage. Employees who do not adhere and comply with this Electronic Mail Policy may be subject to legal liability as well as disciplinary action ranging from temporary or permanent revocation of email access to termination of employment. The actual penalty applied will depend on factors such as the seriousness of the breach.

Email Box

Policy Statement
The LSH group of companies provide an email box to each email user of the company. The email box is used for storing incoming and outgoing emails for business purpose. The email box must reside in the company server or any approved computer equipment.

Objective
To maintain a standard and secured storage for company emails.

Procedure

- Email box will be allocated to user when setting up a user account. Each user can have one email box (archived version is not included) only. For account setup procedure, please see the section on Email Registration on this Electronic Mail Policy.

- Email box is classified as follows:
  - Exchange Online (Office 365)
    - Default 50GB
  - Exchange On-Premise
    - Default not more than 1GB
    - Additional 1GB per request

- All new users will be assigned as default unless special approval is obtained from the local IT manager. A user may submit an application to the local IT manager for approval of email box capacity upgrade. Special approval must be obtained from the local IT manager for special capacity extension if maximum additional capacity is exceeded.

- After the email box is allocated, it is the user's responsibility to maintain and perform housekeeping of his/her own email box regularly. No mandatory cleaning period is set but user is requested to retain the email box capacity below the maximum at all times.

- Guidelines on the storage size of the mail box are as follows:
  - More than 90% full in storage
    A warning message is set to remind user each time he/she accesses his/her email box. User can still send and receive emails.
  - Exceed the maximum storage
    A message is displayed and user cannot send message. User must reduce the size of the email box immediately as required or user must request approval from the local IT manager on upgrade or special extension in email box size.

- Email box can be transferred as required. Email box without owner can be retained in the system for maximum one year and be deleted as requested or after one year.