



## PVR Email ID Policy

Version	1.1
Ownership	Office Of The Chief Information Officer PVR LTD.
Amendments & Termination Rights	Office Of The Chief Information Officer PVR LTD.
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### 1. Objective:

The policy lays down the guidelines for Email id's meant for accessing the mails in the organization.

### 2. Scope:

This policy is applicable to all employees of PVR and the group companies. Retainers/Consultants are also covered under policy, whose work entails them to be in constant touch with internal/external customers for official purpose.

### 3. Responsibility:

- For an employee joining at corporate office, HR to forward all the Email ID creation/removal requests to IT.
- In case of an employee joining at any other region apart from corporate office, Regional HR SPOC is responsible to initiate email creation.
- Employee ID needs to be mentioned on the Email Creation form, forms not bearing an employee ID will be discarded.
- IT SPOC to create/remove the Email ID's of the employees based on the request received from corporate HR.

### 4. Email ID Operative Guidelines:

- Official Email ID's are created for enabling the employees to interact with Internal/External customers on behalf of the organization. Each email ID is a person specific and will remain a unique ID throughout the PVR Group.
- The email provided to employees is for business purposes, Limited personal use is acceptable as long as it doesn't hurt the COMPANY
- PVR Employees may not use company e-mail or electronic messaging systems to infringe the copyright or other intellectual property rights of third parties, to distribute defamatory, harassing messages, or otherwise to engage in any illegal or wrongful conduct



- All electronic communications and stored information transmitted, received, or archived in the information system are the property of PVR. PVR reserves the right to access and disclose all messages sent/received/deleted/archived by email.
- Each employee will be issued with a single Email ID through the defined process.
- All violations of this policy that can be traced to an individual account name will be treated as the sole responsibility of the user. Under no conditions should you give your Password to another user.
- All electronic messages created and stored on PVR computers/networks are property of PVR and are not considered private.

## 5. Below are guidelines for using the Email:

- Use professional language business etiquette. Never send abusive, harassing or threatening messages, even in jest.
- Think before you send email to more than one person. Respect other employees' time.
- Do not overuse the high priority option.
- Do not write in CAPITALS; this corresponds to shouting.
- Always use a short informative subject line. This gives the receiver some indication of the importance of the message.
- Be careful when using sarcasm and humor. Without personal interaction, this tone could easily be misinterpreted as criticism.
- Avoid long sentences, keep paragraphs short and concise. Sign your messages.
- Do not open any unknown attachments, it may harm the functionality of operating system.
- Do not attach unnecessary files. Heavy files should be Zipped and transmitted.

## 6. Process:

### Email ID Creation

- HR SPOC to raise in the request for Email ID creation on the Date Of Joining of the employee
- HR SPOC will place the request to the IT Helpdesk for creating Email ID, in the prescribed format with the necessary details
- The Email ID Creation Form needs to be approved by the HR SPOC/ functional Head before submitting it to IT Helpdesk
- HR SPOC to ensure that all the requisite details are filled in the Requisition form
- IT SPOC to generate the Email ID within the prescribed timeline and inform the HR SPOC via email about the Login credentials

A handwritten signature in blue ink, consisting of several loops and a long horizontal stroke.



- IT will configure the mail software of the user on his/her desktop/laptop.

**Note: For creating generic ID's the same process needs to be followed. In case a generic ID is not used for more than three months, the same would be deactivated by the IT Team.**

#### **Email ID Modification**

- Email ID's of employees will not be modified once created.
- In case of specific needs where name change has happened and all necessary documents required for the same have been submitted to the HR, the employee needs to request the HR for the same. The request needs to be approved by the Functional Head.
- HR SPOC to inform the IT for email modification in given format. HR to ensure that the old Email ID of the employee is deactivated once the new ID gets created.

#### **Email Forwarding**

- All requests of forwarding the Emails from a specific Used ID to the requested ID needs to be approved by the Functional Head.
- The request needs to be placed to the HR SPOC in the prescribed format.
- HR SPOC to inform the IT SPOC to enable the necessary forwarding.
- Forwarding can be enabled for a maximum period of six months.

#### **Email ID Removal**

- Email ID's will be removed from the system once the employee leaves the organization
- On the last working day of the employee in the organization, the employee will get his/her Clearance Form signed from IT SPOC.
- The IT SPOC to ensure that email ID is deactivated post signing the clearance form.
- In case of Absconding employees, the HR SPOC to ensure that the information is passed to the IT Helpdesk team for deactivating the domain/email ID.
- All forwarding requests would be implemented as per the process defined above.

### **7. Exceptions/Deviations:**

- Any exceptions/deviations shall be approved by the CIO.
- Management reserves the right to modify or terminate this policy without prior notice.
- This document supersedes all previous policies/guidelines on this subject.