REVISION HISTORY

REV	Description of Change	Author	Effective Date
1.0	EMails Signature & Disclaimer	Manasi Das	19-June-13
1.1	Revising of EMail signature - Added the Social Media links (Facebook, Twitter & Linkedin)	Manasi Das	03-Mar-16
1.1	Revising of EMail signature - Added the new office address	Manasi Das	05-Apr-17

REFERENCE DOCUMENTS

Document Number	Document Title

1. POLICY STATEMENT :

Your eMail signature, often called a signature block, is your way of efficiently conveying all necessary contact information to each person you eMail. A standard, consistent and clean eMail signature will present a more professional appearance for our brand. The signature is designed to maximize contact information while also promoting CSM Technologies to those who receive our messages.

No business should be without a professional eMail signature. They often serve as effective marketing pieces. Most importantly, they make it easy for recipients/clients to reach you.

2. OBJECTIVE :

The purpose of this policy is to outline our standard eMail signature format to be used in all official eMails using Microsoft Outlook in CSM. This policy will be in effect beginning June 19, 2013.

3. SCOPE :

The Scope of this policy covers all the employees of CSM working at HO/SBUs/Retainersship including those on probation, training and on a contract basis.

4. EMAIL SIGNATURE APPEARANCE:

4.1 **New eMails :** Mentioned signature format must be followed for any eMails we send through our CSM mail id to any Internal/External eMail id for any official correspondence.

With warm regards,

Name | Designation (Dept.)
CSM Technologies Pvt. Ltd. **(A CMMI ML3 Company)**
A: Level-6, OCAC Tower, Bhubaneswar-13, Odisha, India
D: +91 674 3012 000 | **M:** +91 00000 00000
T: +91 674 3012 900 | **F:** +91 674 2567 791
email@csmpl.com | www.csmpl.com
Facebook | Twitter | LinkedIn

Creating a value rich experience
IT Consultancy | Business Solutions | Outsourcing

The information contained in this e-mail message and/or attachments to it may contain confidential or privileged information. If you are not the intended recipient, any dissemination, use, review, distribution, printing or copying of the information contained in this email message and/or attachments to it are strictly prohibited. If you have received this communication in error, please notify us by reply e-mail or telephone and immediately and permanently delete the message and any attachments. Thank you.

	Quality System Procedure ISO 9001-2008 - CSM Technologies	Document #: **CSM/QSP/42**	Rev.: 1.0 Page #: **3 of 5**

EMAILS SIGNATURE STANDARDS

17.1 **Replies/Forwards(External) :** Mentioned is a sample signature format for your reference, must be followed for any official eMails we Reply/Forward to an External eMail Id from our CSM eMail Id.

> With regards,
>
> **Lagna Panda** | Chief Resources Manager
> **T:** +91 (0)674 3012 900 **D:** +91 (0)674 3012 914
> **F:** +91 (0)674 2563 791 **M:** +91 (0)99373 06595

17.2 **Replies/Forwards(Internal) :** Mentioned sample signature format must be followed for any official eMails we Reply/Forward to an Internal eMail Id from our CSM eMail Id.

> With regards,
>
> **Lagna Panda**
> Chief Resources Manager
> **Extn :** 914 **M:** +91 (0)99373 06595

5. SIGNATURE & DISCLAIMER GUIDELINES :

18.1 **Font & Colors of eMail Signature & Disclaimer :**

18.1.1 **Name :** Should be in bold, black Arial 10pt font.

18.1.2 **Designation :** Should be in regular Black Arial 10pt. font.

18.1.3 **Company Name :** Should be in regular Black Arial 10pt. font.

18.1.4 **CMMI certification info :** Should be in Bold Arial 9pt., font color-Dark Blue (Text 2, Lighter 40%).

18.1.5 **Company Address, Tel, Fax, Cell, EMail, Website and punch line:** Should be in regular Grey Arial 10pt. font.

18.1.6 **Disclaimer :** In regular Black Arial 8pt.

18.2 **Font & Colors of eMail Content :**

18.2.1 **Font :** Garamond 12pt, Regular, Black

18.3 **Configuration process:**

18.3.1 Go to "Options" (through File/Tools Menu) → Mail Format → Stationary and Fonts → Set fonts as regular, Black Garamond 12pt.

18.3.2 **For Replies/Forwards :** Go to Options (through File/Tools Menu) → Mail Format → Stationary and Fonts → Set fonts as Black Garamond 12pt. **AND** Make active the mentioned options :

- o Mark my comments with
- o Pick a new color when replying or forwarding

18.4 Process of updating signature in MS Outlook:

18.4.1 **For New EMails :**

- Copy the content of the standard signature mentioned.
- Go to Options (through File/Tools Menu) → Mail Format → Signature → Create a New Signature Format → Paste the content → Edit as per the Signature guidelines → Click "OK" to submit.
- Please ensure that the font type, size and color of the signature and disclaimer are updated as advised.

18.4.2 **For Replies/Forwards (External):**

- Copy the content of the standard signature mentioned.
- Create a New Signature Format for Replies/Forwards(External) → Set the signature → Click "OK" to submit.

18.4.3 **For Replies/Forwards (Internal):**

- Copy the content of the standard signature mentioned,
- Create a New Signature Format for Replies/Forwards (Internal)→ Set the signature → Click "OK" to submit.
- In case of non-availability of Extns. No., Only mobile no. shall be added in the signature.

18.5 Subject Line for eMails :

18.5.1 **New eMail :** All the eMails should have a "Subject line" and the Subject line should be meaningful as per the content of the eMail. We should not send any e-mail without Subject Line.

18.5.2 **Replies/Forward :** All Reply and Forward eMails should retain the original Subject line. However, any additional information can be added in the Subject line after the original Subject line separating with special characters such as **|** (Pipe), **-** (Hyphen), **()** (Bracket) etc.

19. ENFORCEMENT:

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

_____