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1. PURPOSE

This policy provides guidelines for the appropriate use of company email accounts within Biosite Medical Instruments. It ensures efficient communication, data security, and compliance with regulatory standards.

2. SCOPE

This policy applies to all employees, consultants, and personnel granted access to the company's email system.

3. OFFICIAL EMAIL ACCOUNTS


Each employee will be assigned an official company email account (e.g., @biosite.com.ph. These accounts must be used for all business-related communication.

3.1. EXECUTIVE OFFICE

National Sales Director	sales@biositeph.com
Marketing Director	marketing@biositeph.com
Operations Director	operations@biositeph.com
Technical Service Director	service@biositeph.com
Finance & Accounting Director	finance@biositeph.com
Human Resources Director	humanresources@biositeph.com

3.2. SALES DEPARTMENT

REGIONAL SALES MANAGER	
Regional Sales Manager (Luzon)	sales.rsmluzon@biositeph.com
Regional Sales Manager (Visayas)	sales.rsmvisayas@biositeph.com
Regional Sales Manager (Mindanao)	sales.rsmmindanao@biositeph.com
DISTRICT SALES MANAGER	
District Sales Manager (North Luzon)	sales.dsmnl@biositeph.com
District Sales Manager (South Luzon)	sales.dsmsl@biositeph.com
District Sales Manager (National Capital Region GMA1)	sales.dsmncr1@biositeph.com
District Sales Manager (National Capital Region GMA2)	sales.dsmncr2@biositeph.com
District Sales Manager (Eastern Visayas & Western Visayas)	sales.dsmevww@biositeph.com
District Sales Manager (Cebu)	sales.dsmceb@biositeph.com
District Sales Manager (Northern Mindanao)	sales.dsmnm@biositeph.com
District Sales Manager (Southern Mindanao)	sales.dsmsm@biositeph.com
District Sales Manager (Davao Region)	sales.dsmdvo@biositeph.com
MEDICAL SALES REPRESENTATIVE	
Medical Sales Representative (Northern Luzon)	sales.nl@biositeph.com
Medical Sales Representative (South Luzon)	sales.sl@biositeph.com
Medical Sales Representative (National Capital Region)	sales.ncr@biositeph.com
Medical Sales Representative (Eastern Visayas & Western Visayas)	sales.evww@biositeph.com
Medical Sales Representative (Cebu)	sales.cebu@biositeph.com
Medical Sales Representative (Northern Mindanao)	sales.nm@biositeph.com
Medical Sales Representative (Southern Mindanao)	sales.sm@biositeph.com
Medical Sales Representative (Davao Region)	sales.dvo@biositeph.com
SALES SUPPORT	
QUOTATION (Team Luzon)	quotation.luzon@biositeph.com
QUOTATION (Team VisMin)	quotation.vismin@biositeph.com
BIDDING (Team Luzon)	bidding.luzon@biositeph.com
BIDDING (Team VisMin)	bidding.vismin@biositeph.com

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3.3. MARKETING DEPARTMENT


PRODUCT MANAGER	
Product Manager 1	productmanager1@biositeph.com
Product Manager 2	Productmanager2@biositeph.com
Product Manager 3	Productmanager3@biositeph.com
Product Manager 4	Productmanager4@biositeph.com
Customer Engagement Marketing	customerengagement@biositeph.com
Content Writer & Digital Coordinator	mktg.creatives@biositeph.com

3.4. OPERATIONS DEPARTMENT

Supply Chain Supervisor	
Supply Chain Supervisor (Luzon)	supplychain.luzon@biositeph.com
Supply Chain Supervisor (VisMin)	supplychain.vismin@biositeph.com
ORDER FULFILLMENT	
Sales Order Associate (Luzon)	salesorder.luzon@biositeph.com
Sales Order Associate (Vismin)	salesorder.vismin@biositeph.com
WAREHOUSE INCHARGE	
Warehouse In Charge (Luzon)	warehouse.luzon@biositeph.com
Warehouse In Charge (VisMin)	warehouse.vismin@biositeph.com
ANALYST/ENCORDER	
Inventory Analyst/Encoder (Luzon)	inventory.luzon@biositeph.com
Inventory Analyst/Encoder (Vismin)	inventory.vismin@biositeph.com
RECEIVING CLERK	
Warehouse Receiving Clerk (Luzon)	receiving.luzon@biositeph.com
Warehouse Receiving Clerk (VisMin)	receiving.vismin@biositeph.com
INVOICING CLERK	
Invoice Processing Clerk (Luzon)	invoice.luzon@biositeph.com
Invoice Processing Clerk (VisMin)	invoice.vismin@biositeph.com
LOGISTICS	
Shipping Coordinator (Luzon)	shipment.luzon@biositeph.com
Shipping Coordinator (VisMin)	shipment.vismin@biositeph.com
PROCUREMENT	
Procurement Team	procurement@biositeph.com

3.5. TECHNICAL SERVICE DEPARTMENT

SERVICE ENGINEERS (SUPERVISOR)	
Service Engineer Supervisor (Luzon)	servicevisor.luzon@biositeph.com
Service Engineer Supervisor (VisMin)	servicevisor.vismin@biositeph.com
SERVICE ENGINEERS (TEAM LEADER)	
Service Engineer TL (Luzon)	serviceengrtl.luzon@biositeph.com
Service Engineer TL (VisMin)	serviceengrtl.vismin@biositeph.com
SERVICE ENGINEERS	
Service Engineer (Luzon)	serviceengr.luzon@biositeph.com
Service Engineer (VisMin)	serviceengr.vismin@biositeph.com
SERVICE COORDINATORS	
Service Coordinator (VisMin)	service.vismin@biositeph.com
Service Coordinator (Luzon)	service.luzon@biositeph.com
ADMIN	
Administrative Associate TSD	equipment.admin@biositeph.com
EQUIPMENT COORDINATORS	
TSD Equipment Coordinator	equipment@biositeph.com

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MEDICAL EQUIPMENT	
Business Unit Head	med.unithead@biositeph.com
Service Engineer (TL)- Medical Equipment	med.serviceengrtl@biositeph.com
Service Engineer - Medical Equipment	med.serviceengr@biositeph.com
Product Application Specialist - Medical Equipment	med.pas@biositeph.com
Sales Specialist	med.salesspecialist@biositeph.com
Sales & Product Specialist - Medical Equipment	med.productsalesspecialist@biositeph.com
PRODUCT APPLICATION SPECIALIST	
Product Application Specialist Manager	pas.manager@biositeph.com
Product Application Specialist -TL (Team Leader Luzon)	pastl.luzon@biositeph.com
Product Application Specialist -TL (Team Leader Vismin)	pastl.vismin@biositeph.com
Product Application Specialist (Luzon)	pas.luzon@biositeph.com
Product Application Specialist (Visayas)	pas.visayas@biositeph.com
Product Application Specialist (Mindanao)	pas.mindanao@biositeph.com

3.6. FINANCE AND ACCOUNTING DEPARTMENT

ACCOUNTING TEAM	
Accounting Head	accounting@biositeph.com
Cash Disbursement Associate (Luzon)	cashdisbursement.luzon@biositeph.com
Cash Disbursement Associate (VisMin)	cashdisbursement.vismin@biositeph.com
Accounts Payable	accountspayable@biositeph.com
Bookkeeper	bookkeeper@biositeph.com
Cash Receipt Associate	cashreceipt@biositeph.com
Compliance Liaison	complianceliason@biositeph.com
CREDIT AND COLLECTION	
Credit and Collection Associate (Luzon)	collections.luzon@biositeph.com
Credit and Collection Associate (VisMin)	collections.vismin@biositeph.com
INFORMATION TECHNOLOGY (IT)	
Information Support Associate	it.support@biositeph.com

3.7. ADMIN/HR DEPARTMENT


ADMINISTRATIVE	
Administrative Associate	admin@biositeph.com
HUMAN RESOURCES TEAM	
Recruitment & Talent Acquisition TL	careers@biositeph.com
HR Generalist	hr@biositeph.com
INFORMATION SECURITY ASSOCIATE	
Information Security Associate	isa@biositeph.com
EXECUTIVE ASSISTANT	
Executive Assistant/ Personal Assistant	executiveassistant@biositeph.com
Consultant	consultant@biositeph.com

3.8. REGULATORY DEPARTMENT

Regulatory Pharmacist	regulatoryaffairs@biositeph.com
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3.9. CORPORATE EXTERNAL AND INTERNAL COMMUNICATION

GENERAL & EXTERNAL COMMUNICATIONS	
General inquiries and company information & international communications.	info@biositeph.com
Customer support and service-related concerns.	customerservice@biositeph.com

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EVENTS & TRAINING	
For event-related communications, specifically for The Lecture Series.	thelectureseries@biositeph.com
IT & INTERNAL PROCESSES	
IT-related tasks, specifically email or data migration.	migration@biositeph.com
Data archiving and record-keeping.	archive@biositeph.com

4. EMAIL USAGE GUIDELINES

4.1. Professional Use

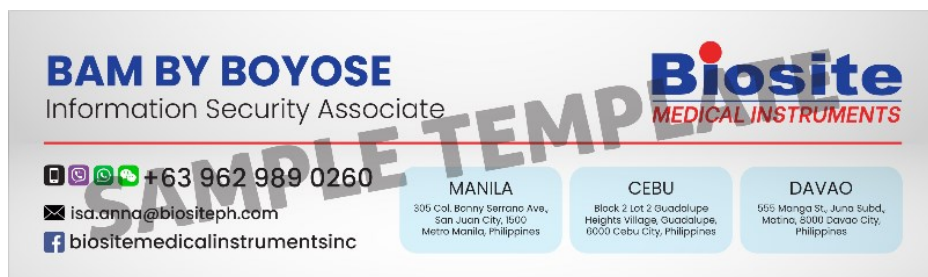
- 4.1.1. Emails must be used for business purposes only.
- 4.1.2. Do not send personal or non-work-related emails using company accounts.
- 4.1.3. All external emails must be professional and represent Biosite Medical Instruments appropriately.

4.2. Confidentiality and Data Security

- 4.2.1. Do not share sensitive company information outside authorized personnel.
- 4.2.2. Use company-approved file-sharing services for sending confidential documents.
- 4.2.3. Avoid opening suspicious emails or clicking unknown links.
- 4.2.4. When sending confidential emails to employee, use the employee's personal email.
- 4.2.5. If sending confidential files via email, use a PDF with a protective password for added security.

4.3. Email Signature Standardization

- 4.3.1. All employees must use a standardized email signature. A template will be provided upon onboarding, and all employees are required to use the attached template.




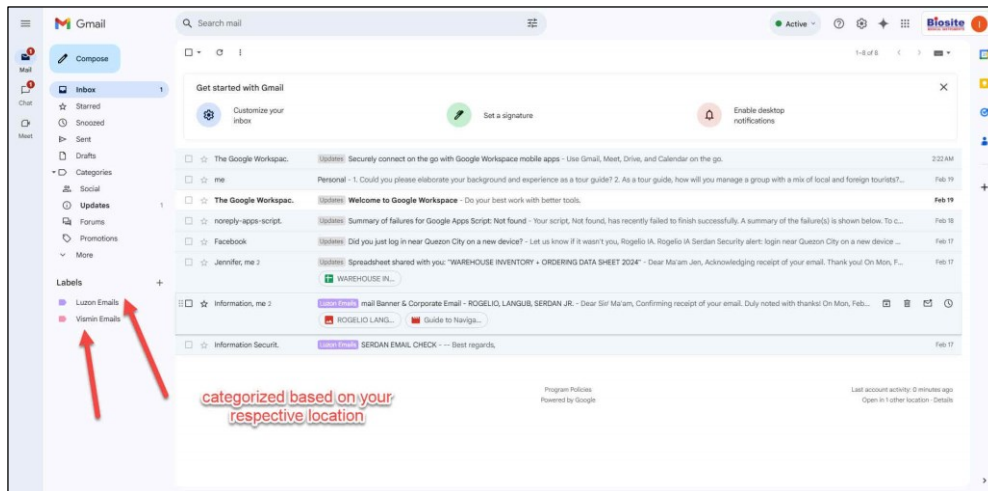
5. EMAIL ETIQUETTE & BEST PRACTICES

- 5.1.1. Use clear and concise subject lines.
- 5.1.2. Keep emails professional and to the point.
- 5.1.3. Use "CC" and "BCC" appropriately to avoid unnecessary recipients.
- 5.1.4. Respond to emails within 24 hours on business days. If a response requires action or further verification, an acknowledgment email must be sent to confirm receipt.
- 5.1.5. Avoid sending large attachments—use cloud storage/internal file-sharing or GDrive.

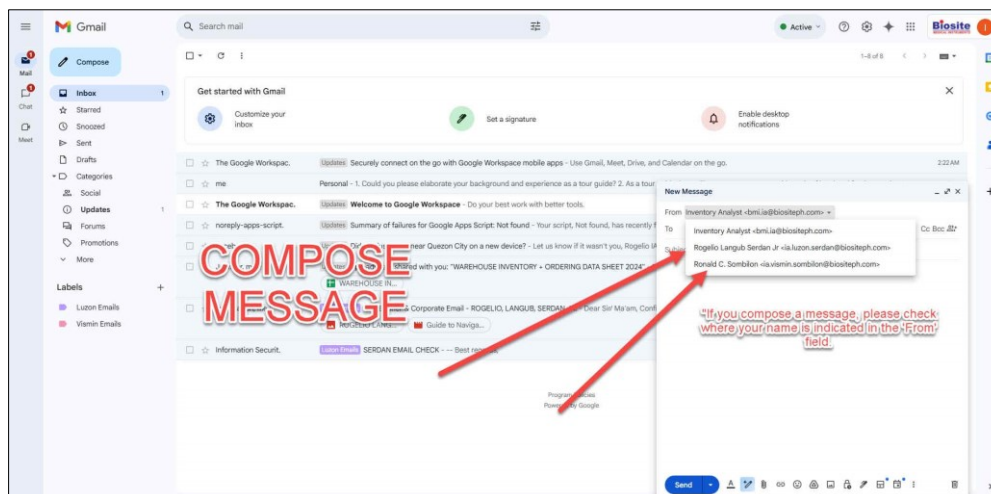
6. AUTOMATED LABELS & ALTERNATE EMAILS

- 6.1.1. All emails must be accessed using the designated main official corporate account, as specified, and must be provided to the accounts or clients as stated in **Section 3**.
- 6.1.2. There will be a centralized main corporate email account per designation. This is shared among other personnel of the same designation including their branch counterparts.
- 6.1.3. To avoid confusion on the emails received and sent, the emails are automatically labelled and categorize based on respective location or name.

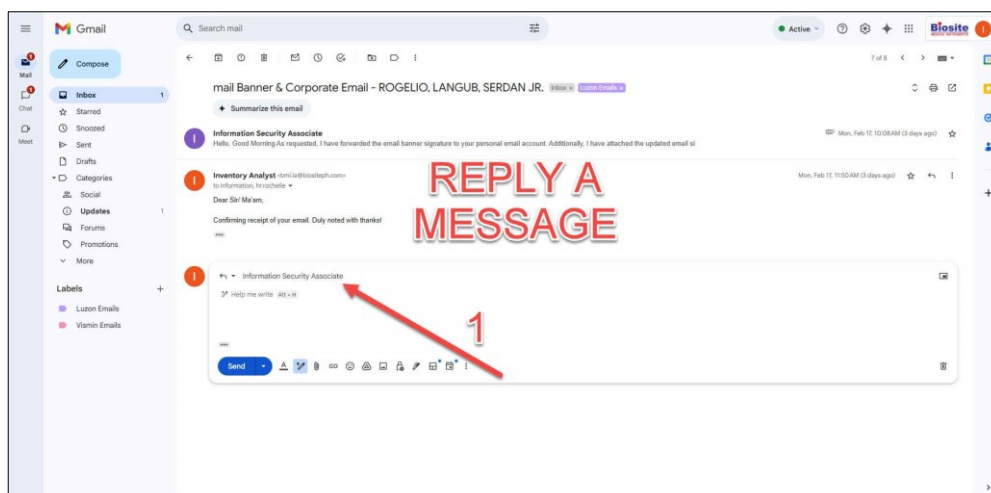
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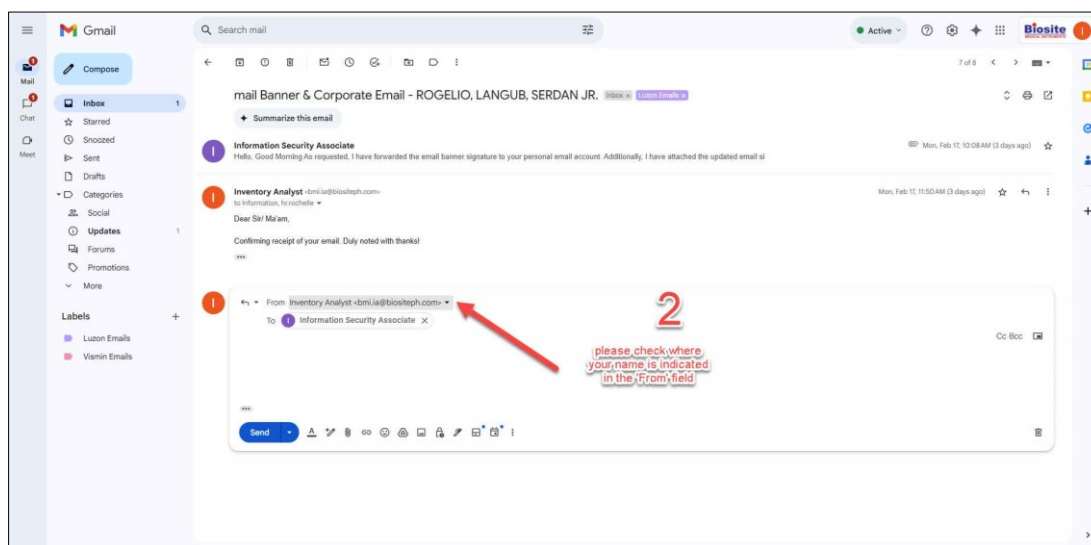
6.1.4. If you compose a message, please check where your name is indicated in the 'From' field.



6.1.5. If you reply to a message, simply click the address and enter your name. The email banner will be filled in automatically.



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- 6.1.6. No need to manually add labels to emails, as we use a single email with alternates for employees. The system will automatically apply labels based on the specific email sent by the client.
- 6.1.7. If you accidentally open an email that is not intended for you, please mark it as unread so the appropriate recipient can read it.
- 6.1.8. If you are using a shared account, **DO NOT USE the OFFICIAL BMI corporate email**, as it is intended for login purposes only. **Use the appropriate corporate email, as specified in Section 3, depending on the purpose of your communication.**

7. PROHIBITED USE

- 7.1.1. Sending spam, chain emails, or mass emails without approval.
- 7.1.2. Opening emails that are not intended for you is strictly prohibited. If you accidentally open an email and are unsure of its recipient, do not share its contents with colleagues. Instead, mark it as unread and notify the appropriate recipient if necessary.
- 7.1.3. Using company emails for personal business, social media sign-ups, or subscriptions.
- 7.1.4. Engaging in illegal, offensive, or discriminatory communication.
- 7.1.5. Sending misleading or fraudulent information via email.

8. EMAIL RETENTION & ARCHIVING

- 8.1.1. Business-related emails must be retained for at least 1 year.
- 8.1.2. Employees should periodically delete non-essential emails to optimize storage.
- 8.1.3. Sensitive emails must be archived in secured folders.

9. MONITORING & COMPLIANCE

- 9.1.1. The IT Department has the right to monitor email usage to ensure compliance.
- 9.1.2. Violations of this policy may result in disciplinary action, including suspension or termination.
- 9.1.3. Any suspected email security breaches must be reported to IT immediately.

10. POLICY REVIEW & AMENDMENTS

This policy will be reviewed annually and updated as necessary.