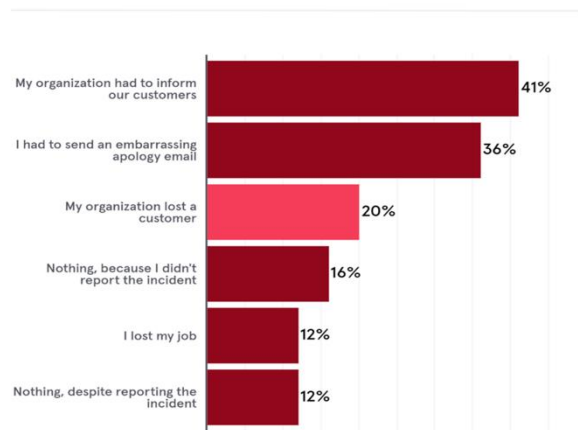


AceNgage Email Handling process – effective immediately

As a mitigation step to ensure we don't send emails (containing confidential information) to the wrong recipient, the below process should be followed on an immediate basis by all acengage.com email id users. There is two parts to this process:

1. Users using ZOHU webmail
2. Users using Microsoft Outlook

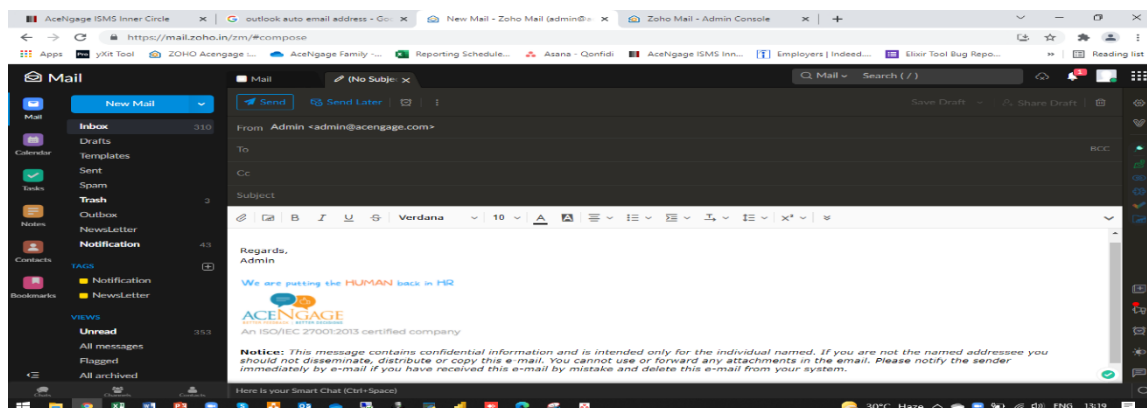
CONSEQUENCES OF SENDING A MISDIRECTED EMAIL



2021 DBIR
report

1. Users using Zoho webmail:

- a) **'To' field** to have sender email id itself and **not the client email id/s.**
- b) **STOP putting email ids in 'CC' field. Only use 'BCC' field to insert client email id/s and/or AceNgage email id/s.**
- c) **Disable 'CC' field and Enable 'BCC' field** by following process as below:
 - i. Click on settings icon on right-side menu and scroll down to 'Compose' section
 - ii. Under 'Compose' section, Click on 'Show CC' and switch OFF the button
 - iii. Under 'Compose' section, Click on 'Show BCC' and switch ON the button
 - iv. Under 'Compose' section, Click on 'Auto add contacts' and switch OFF the button
- d) For email signature, in the backend, this configuration is already done, from now on when anybody composes an email or replies/forwards email the below info will automatically get populated for them, as per screenshot.:



2. Users using Microsoft Outlook:

- a) **'To' field** to have sender email id itself and **not the client email id/s.**
- b) **STOP putting email ids in 'CC' field. Only use 'BCC' field to insert client email id/s and/or AceNgage email id/s.**
- c) **'CC' field cannot be disabled in Outlook (so be careful and don't enter any email id here).**
- d) **Enable 'BCC' field** by following process as below:
 - i. Click on the 'New Email' button to begin creating a new mail message.
 - ii. Click on the OPTIONS tab on the Top menu and Click on the 'BCC' button.
 - iii. This will show the 'BCC' field under the 'CC' field in your email message.
 - iv. You only need to enable the 'BCC' field once per computer. It will remain available for any future email messages you compose/reply/forward.
- e) **Disable the AutoComplete** setting whereby outlook prompts email id when you start typing in To/CC/BCC section whilst composing email. Follow the process as below to disable this:
 - a. In Outlook, on the 'File' menu, select 'Options'
 - b. Select the 'Mail' tab
 - c. Scroll approximately halfway down until you see 'Send messages', make sure that the 'Use Auto-Complete List to suggest names when typing in the To, Cc, and Bcc lines' box is **unchecked.**
 - d. Click 'OK'
- f) Add the **'AceNgage Email Signature Template'** (copy content that is available between the two lines as provided below) into outlook, you will have to add this individually for each email id configured in outlook. Steps are mentioned below:

Regards,

{Insert Full Name}

+91 – {10 digit mobile no.}

We are putting the HUMAN back in HR



An ISO/IEC 27001:2013 certified company

Notice: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. You cannot use or forward any attachments in the email. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

Steps to add the above 'AceNgage Email Signature Template' in Outlook:

1. Open Outlook > 'File' > 'Options' > 'Mail' > 'Signatures'
2. Click 'New' > type 'AceNgage Signature Template' > click 'OK'
3. Copy the above content (above the line) and paste in wide text box - Make sure you replace {Insert name} with your First name and {10 digit mobile no.} with your actual mobile number before copy/paste. The font should be **Calibri size 10**
4. Under 'Choose default signature' (top-right):
 - a. Select each email id from drop-down and select 'AceNgage Signature Template' for New messages and Replies/forwards
 - b. Do the above steps for each email id
5. Finally click 'OK' at the bottom

Your new email signature template is configured in Outlook now

Important Notes:

1. Implement and follow the process laid out in this document at all times (supervisors to ensure their team members follow the same).
2. Before sending email, always make sure you check the email id and the content of the email to ensure that the recipient is actually the right person to whom the email should be sent to.
3. NO email ids to be entered in the 'CC' field anymore, only use 'BCC' field to enter all email ids.
4. 'To' field should have only sender email id itself and NOT client email id/s.
5. Notify your supervisor immediately if an email is sent to the wrong recipient, never withhold information about this.

Critical Notes:

1. Error of sending emails to the wrong recipient impacts the brand of AceNgage and also highlights the risk of handling confidential information on the part of AceNgage and its employees.

2. Repeated such errors will result in disciplinary action being taken, as follows:

- **1st instance - written warning letter**
- **2nd instance - 50% of monthly salary will be deducted **OR** Termination of employment **OR** Both (sole discretion of the company)**