



**NAVIGATORS SHIPPING AND LOGISTICA LLC
(NSAL)**

EMAIL POLICY

**Logistics.[®]
Possible.**

www.navigatorslogistica.com

The purpose of this policy is to ensure the proper use of Navigators Shipping and Logistica LLC's (NSAL) email system and make users aware of what the company deems as acceptable and unacceptable use of its email system. NSAL reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.

LEGAL RISKS

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:

- If you send emails with any libelous, defamatory, offensive, racist or obscene remarks, you and NSAL can be held liable.
- If you forward emails with any libelous, defamatory, offensive, racist or obscene remarks, you and NSAL can be held liable.
- If you, unlawfully forward confidential information, you and NSAL can be held liable.
- If you unlawfully forward or copy messages without permission, you and NSAL can be held liable for copyright infringement.
- If you send an attachment that contains a virus, you and NSAL can be held liable.

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 Email Policy, the user will be fully liable and NSAL will disassociate itself from the user as far as legally possible.

LEGAL REQUIREMENTS

The following rules are required by law and are to be strictly adhered to.

It is prohibited to:

- Send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks. If you receive an email of this nature, you must promptly notify your supervisor.
- Forward a message without acquiring permission from the sender first. Send unsolicited email messages.
- Forge or attempt to forge email messages.
- Disguise or attempt to disguise your identity when sending mail.
- Send email messages using another person's email account.
- Copy a message or attachment belonging to another user without permission of the originator.

BEST PRACTICES

NSAL consider email as an important means of communication and recognize the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service. Users should take the same care in drafting an email as they would for any other communication. Therefore, NSAL wishes users to adhere to the following guidelines:

WRITING EMAILS:

- Write well-structured emails and use short, descriptive subjects.
- NSAL's email style is informal. This means that sentences can be short and to the point. You can start your email with 'Hi', or 'Dear', and the name of the person. Messages can be ended with 'Best Regards'.
- The use of Internet abbreviations and characters such as smileys 😊 however, is not encouraged.
- Signatures must include your name, job title and company name. A disclaimer will be added underneath your signature (see Disclaimer)
- Users must spell check all mail prior to transmission.
- Do not send unnecessary attachments. Compress attachments of huge size before sending them.
- Do not write emails in capitals or Bold
- Do not use cc: or bcc: fields unless the cc: or bcc: recipient is aware that you will be copying a mail to him/her and knows what action, if any, to take.
- If you forward mails, state clearly what action you expect the recipient to take.
- Only send emails of which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the email, using other means of communication, or protecting information by using a password (see confidential).
- Only mark emails as important if they really are important.

REPLYING TO EMAILS:

- Emails should be answered within 01 hour with proper action taken on each enquiry
- Priority emails are emails from existing customers and business partners.

NEWSGROUPS:

Users need to request permission from their supervisor before subscribing to a newsletter or news group

MAINTENANCE:

Delete any email messages that you do not need to have a copy of, and set your email client to automatically empty your 'deleted items' on closing.

PERSONAL USE

- It is strictly forbidden to use NSAL's email system for anything other than legitimate business purposes. Therefore, the sending of personal emails, chain letters, junk mail, jokes and executables is prohibited.
- All messages distributed via the company's email system are Company property.
- It is strictly forbidden to send Joining mails and Resignation mails to anyone inside or outside the company from the company mail id, without the permission of your Manager/ HR Department.

CONFIDENTIAL INFORMATION

Never send any confidential information via email. If you are in doubt as to whether to send certain information via email, check this with your supervisor first.

PASSWORDS

All passwords must be made known to the company. The use of passwords to gain access to the computer system or to secure specific files does not provide users with an expectation of privacy in the respective system or document.

ENCRYPTION

Users may not encrypt any emails without obtaining written permission from their supervisor. If approved, the encryption key(s) must be made known to the company.

EMAIL ACCOUNTS

All email accounts maintained on our email systems are property of the Company. Passwords should not be given to other people and should be changed once a month. Email accounts not used for 60 days will be deactivated and possibly deleted.

SYSTEM MONITORING

Users expressly waive any right of privacy in anything they create, store, send or receive on the company's computer system. NSAL can, but is not obliged to, monitor emails without prior notification. If there is evidence that you are not adhering to the guidelines set out in this policy, the Company reserves the right to take disciplinary action, including termination and/or legal action.

DISCLAIMER

The following disclaimer will be added to each outgoing email:

'This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. Finally, the recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email.'

QUESTIONS

If you have any questions or comments about this Email Policy, please contact your manager. If you do not have any questions Company presumes that you understand and are aware of the rules and guidelines in this Email Policy and will adhere to them.

DECLARATION

I have read, understand and acknowledge receipt of the Email policy. I will comply with the guidelines set out in this policy and understand that failure to do so might result in disciplinary or legal action.

Signature:

Date:

Name: