

Department:	CMC- IT-ADHICS- 009
Issue Date:	01/07/2020
Revision Date:	01/07/2022
Next Revision Date:	01/07/2022
Version :	01

ELECTRONIC COMMUNICATION USAGE POLICY

1. PURPOSE

- 1.1 To ensure information exchanged between authorized resources are secured within and across entity boundaries of Canadian Medical Center & Group

2. POLICY STATEMENT:

- 2.1 This Policy document ensures that it addresses the use of all information and information processing facilities that are required by all CMC users to carry out their daily business activities.

3. SCOPE:

- 3.1 All Canadian Medical Center Group of Companies Staff for the following :

- 3.1.1 Canadian Medical Center LLC
- 3.1.2 Canadian Medical Center LLC Branch -2
- 3.1.3 Canadian Medical Center LLC Branch - 3
- 3.1.4 Canadian Medical & Rehabilitation Center LLC
- 3.1.5 CMC First Aid Clinic

4. TARGET AUDIENCE

- 4.1 This policy applies to all Users of Canadian Medical Center Group of Companies

5. RESPONSIBILITY

- 5.1 The Information Technology Department is responsible for development, maintenance, enforcement and endorsement of the policy.
- 5.2 The Information Technology Department is responsible to support the relevant business unit / section in implementation of the defined controls and ensuring compliance with this policy.
- 5.3 All Users are responsible to read, understand and adhere to this policy in their day-to-day activities.
- 5.4 Top management is responsible for compliance to this policy within their area(s) of concern.

6. PROCEDURE:

- 6.1 Electronic Communication Services Access Provisioning & De-Provisioning Electronic communication accounts shall be created as per the Entity approved process.
- 6.2 Any generic or group email account shall have an owner assigned for accountability.
- 6.3 Electronic communication accounts de-provisioning (disabling) request shall be raised per CMC approved process.
- 6.4 Electronic communication accounts de-provisioning (disabling) is valid under the following circumstances:
 - 6.4.1 End of employee's service.
 - 6.4.2 Contractors completing their engagement.
 - 6.4.3 If requested by the Head of the concerned department to which the user belongs.
 - 6.4.4 If user found to have violated the policy or misused the provided service in any mean.
- 6.5 General Usage Protocols

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- 6.5.1 All electronic communication resources provided by CMC shall be used for official purpose only.
- 6.5.2 Users shall refrain from using the official electronic communication resources for personal communications/correspondences.
- 6.5.3 All CMC official electronic communication correspondences, unless otherwise specified, shall be treated as confidential information or internal information.
- 6.5.4 All electronic communication correspondences must be properly addressed to the intended recipient.
- 6.5.5 All Users shall be held responsible for any misuse of electronic communication correspondences from their accounts, if proven to be as an intentional act from the User.
- 6.5.6 Users shall refrain from initiating or participating in any electronic communication or newsletters not related to the job duties, such as forwarding chain emails whether commercial or with personal amusement and entertainment content.
- 6.5.7 Using the email to send or forward large attachments containing graphics/objects/video files that can result in disruption of email services is prohibited.
- 6.5.8 Users shall make use of authorized file sharing tools, such as file servers or document management tools, provided by CMC to share huge official attachments.
- 6.5.9 Users shall refrain from sending information, software, files or attachments that are illegal or unauthorized, or include any defamatory, offensive, racist or obscene remarks.
- 6.5.10 Users shall refrain from accessing or using any electronic communication account of other Users, unless it is authorized/delegated by the account owner with proper business justification and this shall be requested from and processed formally by the responsible unit in CMC and without sharing the password of the account.
- 6.5.11 Users shall refrain from using personal emails for official communications/correspondences.
- 6.5.12 Users shall be responsible for the protection of any local copy of mailboxes stored in their laptop or desktop.
- 6.5.13 Users shall be responsible to archive their emails as per the CMC approved archival procedure.
- 6.5.14 Users shall promptly report any kind of security incidents on the electronic communication resources as per the CMC Information Security Incident Management process policy.
- 6.5.15 A disclaimer and uniformed electronic email signature must be assigned on all outgoing electronic communications and Users are prohibited from altering or removing details related to it.
- 6.5.16 Users shall refrain from sending email attachments that may spread viruses (such as .exe, .bat, .com, .scr, .vbs, .jar etc.)
- 6.5.17 Users shall refrain from configuring automatic forwarding of official emails to non-CMC hosted email system.

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6.5.18 Official email distribution lists or group mailing lists for CMC Group of companies created in coordination with responsible section/team of electronic communication systems.

7. DEFINITIONS AND ABBREVIATIONS:

SI No	TERMS	DEFINITIONS AND ABBREVIATIONS
7.1	Electronic Communication	Electronic Communication - means a communication sent by electronic means, including electronic posting to the Company's Website, transmission to any number, address or internet website (including the website of the Securities and Exchange Commission) or other electronic delivery methods as otherwise decided and approved by the Directors.
7.2	CMC	Licensed facilities in Abu Dhabi where ADHICS standards are applicable: Canadian Medical Center LLC Canadian Medical Center LLC Branch -2 Canadian Medical Center LLC Branch - 3 Canadian Medical & Rehabilitation Center LLC CMC First Aid Clinic
7.3	ADHICS	Abu Dhabi healthcare information and cyber security standards

8. DISTRIBUTION LIST:

On shareholder Policies IT

9. SPECIAL INSTRUCTIONS:

- 9.1 CMC Users shall be aware that the IT Manager in coordination with the responsible section/team of electronic communication systems reserves the right to monitor all official electronics communication channels to ensure that electronics communication usage is as per this policy.
- 9.2 Any employee found to have violated this policy may be subjected to disciplinary action in line with Disciplinary code policy- Ref : CMC-HR-007
- 9.3 If Users are unsure or not clear of anything in this policy, they should seek clarification or advice from IT Department.
- 9.4 The IT Department reserves the right to check the compliance of this policy as & when required by regulatory authorities.

10. CROSS REFERENCE, RELATED LEGISLATION, FORMS, POLICY & DOCUMENTS:

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10.1 Guidelines for the implementation of the Abu Dhabi healthcare information and cyber security standard (ADHICS) 2019 ADHICS-Implementation-Guidelines

10.2 Disciplinary code policy Canadian Medical Center & Group: CMC-HR-007

11. KEY RESULT AREAS:

11.1 The procedure is fully implemented if there are nil incidences of non-compliance with this policy.

12. AMENDMENT HISTORY:

Version	Revision Date	Description of Amendments	All pages
01	01/07/2020	New policy	All pages

13. APPENDIX:

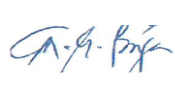
NA

14. APPROVALS:

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