INTERNET/E-MAIL POLICY

ADM 015

Canada

EDC

TAKE ON THE WORLD

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1. POLICY STATEMENT

EDC is dedicated to conducting its business in a professional and responsible manner. This typically requires significant use of EDC's computer network and any person who is granted access to EDC's computer network must use this resource in the same responsible and professional manner as they would use to conduct business on behalf of EDC.

2. PURPOSE

The purpose of this policy is to establish the guidelines and set out the responsibilities for the appropriate usage of EDC's internet and e-mail services.

3. OBJECTIVE

The objective of this policy is to ensure proper and efficient usage by employees (permanent and contingent) and any other persons granted access to the EDC computer network (for purposes of this Policy, all such persons shall be referred to as "Employees") of the internet and e-mail services made available by EDC.

4. RESPONSIBILITIES

The Chief Information Officer, or his/her designee, is responsible for developing internet and e-mail guidelines for all Employees.

5. GUIDELINES FOR THE USE OF THE EDC INTERNET/E-MAIL

5.1. ALL USAGE

- Employees are responsible for ensuring posted messages are professional and businesslike, and have the Corporation's best interests in mind.
- Employees shall not use the internet/e-mail in any inappropriate or prohibited manner as described in Appendix A.
- Each Employee is obligated to ensure that confidential information (whether related to EDC or an outside party) in EDC's possession is treated in a confidential manner (see EDC Code of Conduct, Section III). Provided it is used properly, in most instances e-mail is an acceptable means of communication between parties. As is the case with other modes of communication there may be certain types of confidential information which should not be communicated by e-mail. Employees are responsible for assessing the sensitivity of the information in determining whether or not to send it by e-mail over the internet and may consult with their Team Leader in making any such determination. As well, Team Leaders have the discretion to limit for their area of responsibility the type of information that may be transmitted over the internet having regard to the sensitivity of the information to be transmitted. Employees should familiarize themselves with the risks of transmitting information outside EDC over the internet/e-mail (see Appendix

- B). However, Team Leaders and employees shall not use e-mail to transmit information which is classified and highly protected according to the EDC Security Manual and Security Policy PER008.
- Employees should always try to include in any confidentiality agreement, a clause permitting communication by e-mail.
- Employees should be mindful of copyright laws when downloading information from the internet (see Copyrighted Works GEN 008).
- Employees shall only log onto the EDC computer network using their individual user name and password and shall not share their password with anyone.
- Personal opinions on non-EDC matters addressed to groups, government officials, or other companies and organizations on the internet by an EDC employee from or through the EDC computer network, or by an employee who identifies himself or herself as an employee of EDC, must include the following disclaimer:
- "The views expressed here are mine and do not reflect the official position of my employer or the organization through which the internet was accessed."

5.2. BUSINESS USE:

- EDC has made the internet available to Employees to enable Employees to accomplish their job responsibilities more effectively, and except as provided herein, the internet should only be used for such purpose. Some examples of job-related use of the internet include: accessing external databases and files to obtain reference information or conduct research; participating in and reading electronic mail discussion groups on job-related topics; and corresponding with partners and clients. The internet may also be useful for a full range of professional, technical and policy issues of applicability to EDC.

5.3. PROFESSIONAL DEVELOPMENT USE:

- The internet can be used for professional and career development. Some examples of such use include: communicating with fellow members of committees in professional organizations; connecting to resources that provide information relating to education opportunities; and participating in and reading the output of electronic mail discussion groups on professional career development topics.

5.4. PERSONAL USE:

- Employees may use the internet from time to time for personal purposes from EDC facilities. Personal use should be restricted to before or after normal business hours or during lunch, weekends and holidays. Any such use shall be subject to the uses prohibited in Appendix A.

5.5. STORING E-MAIL

- The sender or recipient of e-mail messages is responsible to determine whether the message is considered corporate or transitory information as it relates to their respective

work area. Corporate information is to be retained in the official corporate filing system, whether in paper or electronic form, while transitory information should be deleted as soon as it has served the purpose for which it was created (reference: Management of Corporate Information Holdings ADM 005, and Records Retention and ADM 002).

- Efficient operation of the EDC computer network is affected by the volume size of each Employee's mailbox. Users with a large volume size are responsible to delete superfluous messages or archive pertinent information. Helpdesk can assist in explaining this process for Employees. All employee e-mail accounts are limited to 50 megabytes.

6. AUDIT

As part of its business, EDC may monitor internet/e-mail usage by Employees to assess work flow and productivity, to determine inappropriate or prohibited use and to limit its liability to such use, and to respond to any contemplated or current litigation needs. With a view to managing EDC's business, the Corporation reserves the right to enter, search (including scanning hard disks), read, monitor, restrict, terminate, and record all internet/e-mail usage and any information saved in that regard, without advance notice, on an ongoing, periodic or specific basis. There shall be no privacy rights with respect to any information arising in connection with employee internet/e-mail usage on the EDC computer network whether or not such information arose during personal or business use, other than those rights specifically guaranteed by law.

EDC may disclose to law enforcement officials or regulators any information in respect of illegal activities obtained as a result of exercising its foregoing rights.

7. FAILURE TO COMPLY

Employees who fail to comply with any provision of this Policy may be subject to disciplinary action, including the possibility of termination of employment. It is also important to understand that a violation of certain provisions of this Policy may also be a violation of law and may subject the individual employee involved and/or EDC to criminal prosecution or civil liability.

8. APPLICATION

All Employees shall be required upon commencement of employment and annually thereafter to sign an acknowledgement and agreement confirming that they have read and understood the policy and that they will observe this Policy as a condition of their employment. In addition, a copy of this Policy will accompany any outside work agreement/contract.

9. REVIEW DATE

This policy shall be subject to review no later than 24 months from the date of sign-off by the President and CEO.

President and CEO: _____

Date: _____

APPENDIX A — INAPPROPRIATE OR PROHIBITED USAGE

The following is a list of inappropriate or prohibited uses of the internet/e-mail (internally and externally) at EDC:

- Using the internet for personal commercial use or use for monetary gain (gambling included)
- Conducting illegal activities, or the circulation, downloading or usage of illegal material or any material which could be considered an embarrassment to the Corporation including downloading sexually suggestive material, such as explicit, pornographic material
- Downloading or distributing material that expresses or promotes discriminatory attitudes towards religion, gender, age, nationality or other designated groups
- Engaging in anonymous communication or intentionally misrepresenting the identity of the sender, or intentionally interfering with the normal operation of any corporate internet gateway
- Using the internet/e-mail for the purpose of harassment, threats or defamation
- Uploading or downloading any software or electronic files in violation of the software's or file's copyright
- Downloading any software or electronic files without reasonable virus-protection measures in place
- Downloading or distributing software used for "hacking or cracking" internal or external computer systems, such as viruses, mail bombs and the like
- Using encryption systems not approved by EDC for incoming or outgoing communication;
- Sending bitmaps or large (text or graphic) files without prior approval or assistance from ISD
- Revealing or publicizing classified or confidential or information which has been designated as information not to be transmitted across the internet.
- Distributing e-mail of a personal nature to large audiences (e.g., jokes)
- Distributing chain letters or communication that encourages further distribution such as non-EDC endorsed virus alert notices
- Using other people's computer facilities without authorization
- Engaging in any other usage in which the Employee would be seen as not acting in a professional and responsible manner or the public trust and confidence in EDC would be impaired
- Engaging in any other usage which EDC may stipulate from time to time as being inappropriate or prohibited.

APPENDIX B — INTERNET/E-MAIL RISKS

COMMON RISKS

There are many risk associated with the use of e-mail through the internet which include:

- Intercepted e-mails may be used by the unauthorized third party recipient in a malicious or illegal manner.
- Interception by a third party can result in loss of confidentiality and disclosure of proprietary and valuable information.
- Long chain e-mails (i.e., e-mails which string together a number of e-mail exchanges) might contain information that is embarrassing to a third party if such party is copied as a new recipient during the e-mail chain.
- Sending information to the wrong individual could result in embarrassment or liability to EDC if confidential information is disclosed or if the manner of expression is embarrassing.
- E-mails can form the basis of written evidence of a legal agreement or an admission of liability on which legal actions may be established.
- E-mails that are saved on the hard drive or backed up can be ordered to be disclosed in a court proceeding. Such information can be quite damaging if it was not meant to ever be seen by a third party litigant.
- Ambiguous language in an e-mail could result in miscommunication or an unintended result leading to legal liability.
- E-mails addressed or forwarded to an unintended wide audience and which contain demeaning, abusive statements attacking an individual could result in a defamation suit.
- E-mails containing racial slurs or attacks based on gender can result in discrimination claims under certain human rights legislation.
- E-mails originating from EDC and ending up with a government department might be subject to disclosure to the public through the Access to Information Act. Such disclosure could result in EDC being in breach of its own disclosure policies and/or breaching obligations EDC may have under confidentiality agreements. Further, the manner of expression of the e-mail communication may be embarrassing to EDC and the Government if disclosed to the public.

COMMON PROBLEMS

E-Mail "Reply All"

Using the e-mail "Reply All" feature takes a few simple mouse clicks; however, the result can range from embarrassing to disastrous for EDC if one of the e-mail recipients is an external party. Employees are responsible for checking to see who is included in the distribution list before using the e-mail "Reply All" feature and verifying that the content of the e-mail is appropriate for all the recipients.

Email Attachments

Attaching documents (eg., Word, Excel and PowerPoint) to e-mail is a great time saver, but caution needs to be used to ensure that embarrassing information is not included in the attachment. The following are some examples of how this might happen.

- Microsoft Word: There are several useful features such as Change Tracking, Versioning and Commenting available with Microsoft Word that simplify document creation and management. Using these features may leave information embedded within a Word document that should not be available to people outside of EDC. When sending a Word document as an e-mail attachment to someone outside of EDC, first do a quick check to ensure that sensitive EDC information is not hidden by one of these features. For detailed information about these Word features please refer to Help in Word.

- Microsoft Excel: Similar to Word, Excel has Versioning, Change Tracking and Commenting features. The same diligence needs to be applied to Excel documents to ensure that sensitive information embedded in comments and changes is not sent to someone outside of EDC as an e-mail attachment.

- Microsoft PowerPoint: Similar to Word and Excel, PowerPoint has the Change Tracking and Commenting features. PowerPoint also has a Notes feature, which is often used by people to maintain speaking notes for the presentation. Like Word and Excel, this information is easily accessible by anyone receiving the document.

- Other Attachments: Although Word, Excel and PowerPoint are the most common applications used within EDC to create e-mail attachments to communicate business information, other software (eg., Adobe Acrobat) may be used to create an attachment. People should be familiar with the software they use to create or modify an attachment file to ensure that sensitive information is not embedded in the attachment.

STATEMENT OF COMPLIANCE

I have read and understand EDC's Internet/E-Mail Policy and agree to comply with it.

Last Name (please print): _____

First Name (please print): _____

Signature: _____

Date: _____