

## **Communication Policy**

### **1. Introduction:**

Mahaana Wealth provides communication tools and facilities to its employees strictly for business-related purposes. Effective communication is vital to the successful operation of our business at Mahaana Wealth. The way employees communicate externally reflects not only on them individually but also on the organization as a whole. Mahaana Wealth values the ability of each employee to engage effectively with colleagues, clients, and business partners, as it contributes to overall efficiency and professionalism. This policy is applicable to all employees of Mahaana Wealth.

The scope of this policy includes the use of email and internet services, and extends to social media platforms (such as Facebook, Twitter, WhatsApp, LinkedIn), as well as blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, and other digital channels used for information sharing. It also applies to traditional communication tools, including telephone systems, fax machines, copiers, and scanners.

### **2. General Principles:**

Employees are expected to use Mahaana Wealth' information technology and communication resources responsibly, professionally, and in accordance with the law and their job responsibilities. All information related to our clients, customers, and business operations is strictly confidential and must be handled with the highest level of care, whether in paper or electronic form.

Employees must also respect intellectual property rights. Activities such as copying, downloading, uploading, posting, storing, or distributing materials from the internet or other sources—without proper authorization—may constitute a violation of copyright laws or other intellectual property rights owned by Mahaana Wealth or third parties.

Special caution is required when using email or social media platforms for communication. Any statements of fact, intent, or opinion shared through these channels may legally bind both the employee and Mahaana Wealth and can be used as evidence in legal proceedings, just like any other written document.

Employees must not use email or social networking platforms to engage in conduct that would be subject to disciplinary action in any other setting. This includes, but is not limited to, sending discriminatory, defamatory, or otherwise unlawful content—such as messages that could be perceived as bullying or harassment.

When uncertain about the appropriateness of any communication or action, employees are encouraged to seek guidance from their line manager, departmental head, or the Human Resources Department.

### **3. Use of Electronic Mail:**

Employees must always use the designated official email template provided by Mahaana Wealth, which includes the appropriate disclaimer notice. This disclaimer must not be altered or removed under any circumstances.

Emails received must not be modified unless explicit authorization has been granted by the original sender. Additionally, employees must not access another individual's email inbox or folders without their prior consent. Sending emails that falsely appear to originate from another person is strictly prohibited.

### **4. Use of Internet and Intranet:**

Employees are strongly discouraged from using their Mahaana Wealth email address when registering on public websites for non-business activities such as online shopping. Such usage should be limited to only when absolutely necessary, as it often results in an influx of unsolicited emails and unnecessary internet traffic to the organization.

Certain websites may be restricted during regular working hours. If there is a legitimate business requirement to access a blocked site, employees should contact the IT Department for assistance.

### **5. Misuse of Mahaana Wealth Facilities and Systems:**

Improper use of Mahaana Wealth' communication and IT systems—including telephone, fax, email, and internet services—will be considered a serious violation of company policy and addressed in accordance with the organization's disciplinary procedures.

The following actions are strictly prohibited:

- Distributing content that is discriminatory or offensive in nature
- Sharing obscene, defamatory, or inappropriate material that could damage the reputation of Mahaana Wealth, its employees, or its clients
- Sending messages that harass, intimidate, or target recipients in a harmful manner
- Making statements intended to cause annoyance, inconvenience, or distress to others
- Using or distributing materials that infringe upon copyright or other intellectual property rights

### **6. Social Networking and Websites:**

This section of the policy applies to any content shared by employees on social networking platforms and the internet (including blogs, message boards, and content-sharing sites), regardless of whether the content is posted outside of working hours or using personal devices or accounts.

If an employee shares content online that identifies—or could potentially identify—themselves as an employee of Mahaana Wealth, or discusses any aspect of the company, its business, clients, or staff, they are expected to do so in a manner that aligns with their employment contract and the company's policies. It's important to note that even disclosing one's name or sharing a photo may be enough to establish a connection with Mahaana Wealth.

When expressing personal opinions or views on social media or other online platforms, employees should include a clear disclaimer such as:

**"The views expressed are my own and do not reflect those of Mahaana Wealth"**

**7. Misconduct:**

- Disclosing confidential information about Mahaana Wealth on any social media or online platform without prior authorization from a line manager, departmental head, or the HR Department is strictly prohibited. This includes, but is not limited to, information about clients, business strategies, internal policies, financial data, employee matters, or internal communications.
- If an employee is approached by a member of the media or press regarding any content or publication that references Mahaana Wealth—either directly or indirectly—they must not respond without first consulting their line manager, departmental head, or the HR Department.

**8. Monitoring of Communications by Mahaana Wealth Limited:**

Mahaana Wealth reserves the right to monitor employee business communications for a range of legitimate purposes, including:

- Ensuring compliance with company policies, procedures, and contractual obligations
- Detecting or preventing unauthorized use of communication systems or any suspicious activity

Monitoring may include telephone, email, and internet traffic data at the network level to maintain the security and integrity of the company's communication infrastructure.

**9. Compliance with This Policy:**

Non-compliance with this policy may lead to disciplinary action in accordance with Mahaana Wealth's disciplinary procedures, which could include summary dismissal. Additionally, employees may lose the privilege to use Mahaana Wealth's communication and internet facilities for personal purposes.

If any part of this policy is unclear, employees are encouraged to seek clarification from their Head of Department or the Human Resources Department.