

## Generic Incoming Email Scheme for TCG Subsidiaries

At TCG, we engage with various external entities to perform our daily operations. These entities could be government offices, vendors or any other organization whose services we use for business continuity. To minimize the disruption of business which could arise due to the unavailability of the individual concerned, from TCG, to communicate with the said third-party, CBS has designed a new mechanism for receiving email notifications.

The new mechanism would require every third-party to communicate with TCG and subsidiaries using generic email address; the emails will be internally routed to the individuals concerned. The emails from a generic email address will be forwarded to two or three members of your team. The generic email address shall be determined by the nature of the services obtained from the third-party. This mechanism allows efficient tracking and handover in the absence of the employee concerned; and thereby enhance the productivity and ensure business continuity.

The attached document contains the generic email addresses that are being used currently; an illustration of this would be receiving the notifications from Salesforce in [crm@cbs-uae.ae](mailto:crm@cbs-uae.ae), which is then internally routed to the employees concerned. Other instance would be receiving the invoices and notifications from Etisalat and Du in [telecom@cbs-uae.ae](mailto:telecom@cbs-uae.ae).

If you receive any notifications from third-parties which would affect the productivity of your team and company, you are required to bring this to the attention of your Line Manager, and coordinate with the IT Department to coin a generic email address for further engagements. This also extends to communicating with any new third-party that you would be utilizing the services of. The individual using the services from the third-party shall be responsible to ensure that all notifications are received in the generic email address, and not the individual's corporate email address.



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