1. **Scope**

Retirement Capital operates, in line with its rules for e-mail usage and control section 8.1.3.2 of its [Manual](../Manual/001%20Information%20Security%20Manual.docx), processes for limiting the size of *users* e-mail boxes.

1. **Responsibilities**

The IT Manager is responsible for configuring and operating the mailbox control systems.

1. **Work Instruction**

Retirement Capital has decided that the maximum size limit for all their e-mail boxes aggregated together is as follows:

All users: 100MB

Manager: 160MB

* 1. Users will receive alerts when their total e-mail box size reaches 80% and 90% of the upper limits. Once the upper limit is breached, all further incoming e-mail will be returned to sender accompanied by the message: ‘Your e-mail could not be received by your intended recipient, due to e-mail box limitations’.
  2. As soon as the mailbox is reduced within its size limits, the bar is lifted.
  3. Retirement Capital receives the following reports on oversize mailboxes: Mailbox size, reviewed by the IT Manager.

***Document Owner and Approval***

The IT Manager is the owner of this document and is responsible for ensuring that this work instruction is reviewed in line with the review requirements of the ISMS.

A current version of this document is available to all members of staff on the corporate intranet.

This work instruction was approved by the Chief Information Security Officer (CISO (DIRECTOR)) on 14th November 2020 and is issued on a version-controlled basis under his/her signature.

Signature: Date: 14/11/2020

**Change History Record**

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| --- | --- | --- | --- |
| Issue | Description of Change | Approval | Date of Issue |
| 1 | Initial issue | Gavin McCloskey | 14/11/2020 |
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