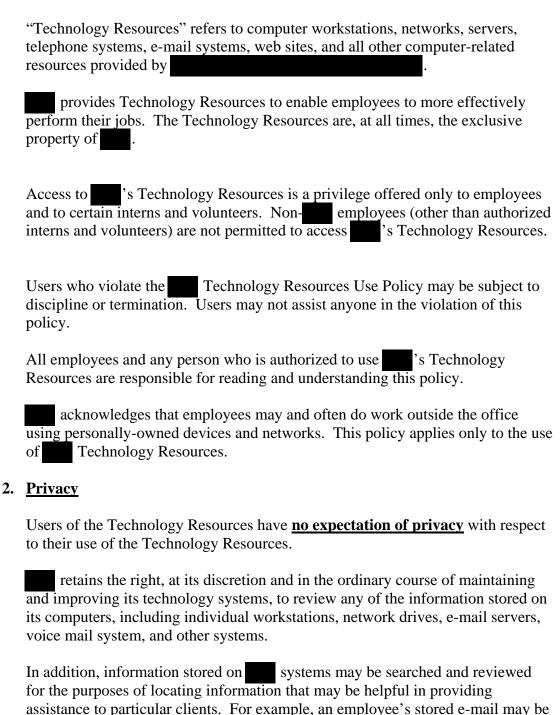
Technology Resources Use Policy

1. General



content of e-mail is confidential; see the "Ownership and Confidentiality"

subsection of Section 4, below.)

searched for communications from opposing counsel in a case, if the employee is not available to conduct the search and the information is urgently needed. (The

keeps and may monitor logs of Internet and phone usage which may reveal information such as which Internet servers have been accessed by employees, phone numbers of incoming and outgoing calls, and the e-mail addresses of senders and recipients of e-mail going through are used for performance measurement and process improvement, among other purposes. Internet logs are monitored to maintain the quality of the internet connection, among other purposes. Users should be aware that personal mobile devices, though not part of a server. Phone logs are monitored to maintain the quality of the internet connection, among other purposes. Users should be aware that personal mobile devices, though not part of a server. Server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices, though not part of a server should be aware that personal mobile devices are should be a server should b

shall cooperate and provide assistance where necessary in setting up the computers of bargaining unit members so that e-mail and file sharing among bargaining unit members concerning such matters may be encrypted and not subject to review by unauthorized persons.

3. Personal Use of Resources

acknowledges that reasonable personal use may be made of rechnology Resources. Limited personal use of Technology Resources will fall within the scope of acceptable use so long as such use is not excessive and does not interfere with an employee's performance of her/his duties.

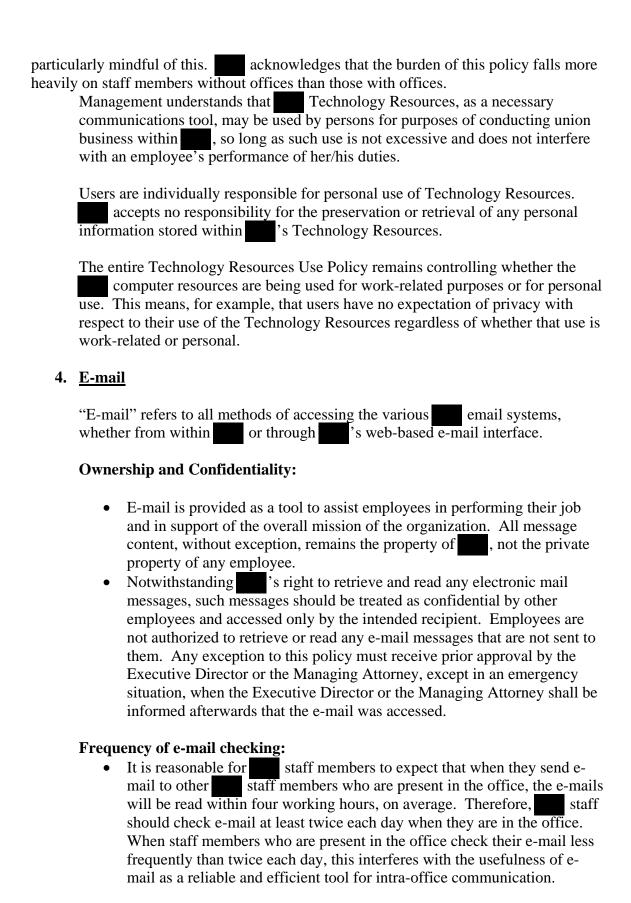
Examples of acceptable personal use:

- Brief personal use of Technology Resources (e.g., checking personal e-mail or Facebook, or checking a news web site) for a few minutes each day. Employees are allowed to take breaks, and even outside of scheduled breaks, employees might find they can work more effectively after diverting their attention to something non-work-related for a moment.
- Use of on-line streaming audio while working, as long as it does not disturb others.

Examples of unacceptable personal use:

- Personal use for extended periods of time during business hours. Since there are always tasks to be done, it is not acceptable to engage in personal use of Technology Resources for extended periods of time while waiting for work to do. Employees who feel they have nothing to do should actively seek out work from supervisors, or think of something to do that helps advance the mission of
- Carrying on lengthy, non-work-related conversations during the day, whether by on-line chat, e-mail, or other medium.

Users should be discreet in their personal use of Technology Resources. If clients or visitors to see computer screens showing Facebook, news web sites, or games of solitaire, they may get the impression that staff do not take their job obligations seriously. Employees whose computer screens are visible to others need to be



- Notwithstanding the need to check e-mail at least twice each day, it is reasonable for staff members to choose to ignore e-mail for up to four hours at a time in order concentrate on work tasks without interruption. Accordingly, staff members should not assume that the intra-office e-mails they send will be read immediately.
- Supervisors may impose additional or alternative requirements relating to the checking of e-mail when appropriate.

Professionalism in the Use of E-mail:

- Users should not put into an e-mail any communication that they would not put into a written document.
- Users should not put into an e-mail anything that they would not want attributed to them generally. Remember than once an e-mail has been sent, the sender no longer has control over what the recipient does with that e-mail, or to whom else it may be sent or forwarded.
- Because e-mails are very difficult to delete completely, it is best to assume that once committed to an e-mail, the text may come back at any time and may be discovered just like any document.

Avoiding Problems from E-mail:

- Users should not open any file attached to an e-mail from an unknown sender, and should only open an attachment if they know what it is. Some viruses that spread through e-mail may appear to come from a familiar sender. Users should err on the side of caution and not open, download, link to, or execute any file or e-mail attachment that is at all questionable.
- Users may not create, forward, or reply to chain e-mails. Chain e-mail grows exponentially and creates congestion which delays the delivery of legitimate business-related e-mail.

5. Telephones

The telephone system is provided as a tool to assist employees in performing their job and in support of the overall mission of the organization. All voice mail messages on the telephone system, without exception, remain the property of .

Employees should check and listen to all of their voice mail messages at least once a day when they are at work. Employees who are working outside of the office can check their voice mail messages by calling 215-981-3821. When employees take more than one day of vacation or personal time, and will not respond to voice mails while away, they must change their voice mail greetings so that callers will know when to expect a response. Supervisors may impose additional or alternative requirements relating to the checking of voice mail. In a situation where the employee cannot change a voice mail message, the employee's supervisor is responsible for changing the greeting. (IT staff can reset voice mail passwords.)

Employees contacted by creditors or collection agencies should immediately inform the caller that employees are not permitted to talk to collection agencies at work. They should then follow up with the agency in writing advising them not to call them at work. Creditors failing to honor such a request can be reported to the Federal Trade Commission at www.ftc.gov. Attorneys in the Consumer Housing Unit are available on a confidential basis to assist employees as to how they can respond to harassment by creditors.

6. Repeated Distractions and Interruptions

It is the policy of not to tolerate repeated non-work-related interruptions and distractions of employees to the detriment of their work. Employees are expected to inform family and friends of this policy.

The following are best practices that minimize unnecessary distractions:

- Employees should program their personal mobile devices not to interrupt them with unimportant messages, calls, or alerts;
- Whenever feasible, employees should postpone responding to or initiating non-work-related communications until non-working hours.
- Employees should not remain continuously logged in to personal e-mail accounts or social networking sites while they are working.

7. <u>-issued equipment</u>

may issue a mobile phone, laptop, or other portable device to an employee if necessary for work.

Employees in possession of equipment are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the equipment for return or inspection.

All employees are expected to follow applicable state or federal laws or regulations regarding the use of mobile phones at all times.

Employees whose job responsibilities include regular or occasional driving and who are issued a mobile phone for business use are expected to refrain from using their phone while driving. Employees who are driving must pull over before using a mobile device, except in emergency situations.

Employees who are charged with traffic violations resulting from the use of a mobile device while driving will be solely responsible for all liabilities that result from such actions.

8. <u>Unacceptable Use</u>

Unacceptable use of Technology Resources includes, but is not limited to:

- Use for any unlawful purpose;
- Use for commercial purposes;
- Sending bulk email;
- Use that constitutes harassment or defamation;
- E-mailing sexually explicit or offensive content;
- Personal use that is excessive or interferes with job performance;
- Violation of any applicable laws including defamation, or violations of trademark, copyright or other intellectual property rights;
- Disseminating confidential or privileged information;
- Knowingly causing interference with or disruption to any network, information service, equipment or any user thereof;
- Knowingly downloading or requesting software or media files or data streams that the employee has reason to believe will use a greater amount of network bandwidth than is appropriate.