

Technology Resources Use Policy

1. General

“Technology Resources” refers to computer workstations, networks, servers, telephone systems, e-mail systems, web sites, and all other computer-related resources provided by [REDACTED].

[REDACTED] provides Technology Resources to enable employees to more effectively perform their jobs. The Technology Resources are, at all times, the exclusive property of [REDACTED].

Access to [REDACTED]’s Technology Resources is a privilege offered only to employees and to certain interns and volunteers. Non-[REDACTED] employees (other than authorized interns and volunteers) are not permitted to access [REDACTED]’s Technology Resources.

Users who violate the [REDACTED] Technology Resources Use Policy may be subject to discipline or termination. Users may not assist anyone in the violation of this policy.

All employees and any person who is authorized to use [REDACTED]’s Technology Resources are responsible for reading and understanding this policy.

[REDACTED] acknowledges that employees may and often do work outside the office using personally-owned devices and networks. This policy applies only to the use of [REDACTED] Technology Resources.

2. Privacy

Users of the Technology Resources have **no expectation of privacy** with respect to their use of the Technology Resources.

[REDACTED] retains the right, at its discretion and in the ordinary course of maintaining and improving its technology systems, to review any of the information stored on its computers, including individual workstations, network drives, e-mail servers, voice mail system, and other systems.

In addition, information stored on [REDACTED] systems may be searched and reviewed for the purposes of locating information that may be helpful in providing assistance to particular clients. For example, an employee’s stored e-mail may be 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 content of e-mail is confidential; see the “Ownership and Confidentiality” subsection of Section 4, below.)

████ 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 █████'s e-mail server. Phone logs 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 █████'s Technology Resources, might transmit data through █████'s WiFi network, which is one of the Technology Resources to which this policy applies.

████ 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 █████'s Technology 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

particularly mindful of this. [REDACTED] acknowledges that the burden of this policy falls more heavily on staff members without offices than those with offices.

Management understands that [REDACTED] Technology Resources, as a necessary communications tool, may be used by persons for purposes of conducting union business within [REDACTED], so long as such use is not excessive and does not interfere with an employee's performance of her/his duties.

Users are individually responsible for personal use of Technology Resources. [REDACTED] accepts no responsibility for the preservation or retrieval of any personal information stored within [REDACTED]'s Technology Resources.

The entire Technology Resources Use Policy remains controlling whether the [REDACTED] computer resources are being used for work-related purposes or for personal use. This means, for example, that users have no expectation of privacy with respect to their use of the Technology Resources regardless of whether that use is work-related or personal.

4. E-mail

“E-mail” refers to all methods of accessing the various [REDACTED] email systems, whether from within [REDACTED] or through [REDACTED]'s web-based e-mail interface.

Ownership and Confidentiality:

- E-mail is provided as a tool to assist employees in performing their job and in support of the overall mission of the organization. All message content, without exception, remains the property of [REDACTED], not the private property of any employee.
- Notwithstanding [REDACTED]'s right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any e-mail messages that are not sent to them. Any exception to this policy must receive prior approval by the Executive Director or the Managing Attorney, except in an emergency situation, when the Executive Director or the Managing Attorney shall be informed afterwards that the e-mail was accessed.

Frequency of e-mail checking:

- It is reasonable for [REDACTED] staff members to expect that when they send e-mail to other [REDACTED] staff members who are present in the office, the e-mails will be read within four working hours, on average. Therefore, [REDACTED] staff should check e-mail at least twice each day when they are in the office. When staff members who are present in the office check their e-mail less frequently than twice each day, this interferes with the usefulness of e-mail as a reliable and efficient tool for intra-office communication.

- Notwithstanding the need to check e-mail at least twice each day, it is reasonable for [REDACTED] 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, [REDACTED] 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 that 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 [REDACTED] telephone system, without exception, remain the property of [REDACTED].

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 [REDACTED] 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. [REDACTED]-issued equipment

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

Employees in possession of [REDACTED] 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. Unacceptable Use

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.