

E-mail

Policy:

National Seating and Mobility, Inc. has established an e-mail system to improve communication between the home office and branches. This can also be a valuable tool in improving communication with the referral sources, funding sources, Physical Therapist's, Physician' and other professional contacts.

Why do we have this Policy?

This policy is in place to ensure that employees are aware of the purpose of company email and of appropriate professional email conduct.

Procedures:

The following guidelines should be adhered to when sending or receiving e-mail.

- The e-mail system is the employers' property and is to be used for business purposes.
- The e-mail system should not be used to transmit confidential information.
- National Seating and Mobility, Inc. reserves the right to periodically monitor the e-mail system to ensure that it is being used for business purposes.
- Employee's conduct in e-mail messages must be in accordance with all workplace rules, and employees should never use profane, harassing, defamatory, or threatening language in any e-mail communication.
- Employees shall not use the e-mail system in a manner that promotes discrimination on the basis of race, creed, color, gender, religion, disability or sexual preference; sexual harassment; copyright infringement; an employee's personal political beliefs or personal business interests; or any unlawful activity.
- There is no expectation of privacy regarding e-mail communications sent or received using the company's e-mail system. All messages are the property of the employer and can be archived.
- It is permissible to use the company email system for incidental personal purposes. This does not include uses requiring substantial expenditures of time, uses for profit or uses that would otherwise violate company policy with regard to employee time commitments or company equipment.
- Chain emails are prohibited. Chain emails are like chain letters in that they require the recipient to send a copy of the email to a variety of acquaintances in pursuit of some benefit. The forwarding of these emails in prohibited and must be deleted from the users email repository immediately.
- The unauthorized use of electronic messaging systems for purposes of snooping (reading another employees emails) is a violation of company policy and will be grounds for dismissal.
- Broadcast emails (sent to a group or all NSM employees) must receive prior approval before being sent. Approval for branch personnel should be obtained from Branch Services. Home office approval should be obtained from the Home Office Administrator. The following items require no prior approval:
 - Emails to locate product information
 - Emails to locate the originator of an authorization
- Employees should not use company email or electronic messaging systems to download software unless it is at the direction of the IT department. Upgrading of current company authorized software does not require IT approval if proper steps are taken to minimized virus exposure.

- Hyperlinks are Internet addresses embedded into emails. Clicking these links will launch an Internet browser and display a web site. While most of these web sites are innocuous, some may be destructive. It is prohibited to click an unknown link.
- It's common to attach files to emails as a method of transferring information to another party. It's also common to receive attached files from others who wish to communicate with you. Recent outbreaks of attachment-based viruses have caused concern among email users. It is the policy of NSM that employees receiving unexpected, unsolicited or suspicious attachments must notify their department head before opening the attachment. To the extent possible, employees will be alerted to viruses spread through attachments. Opening an email that bears characteristics of any company-issued virus alerts is cause for dismissal.
- Company computers may not be used to access personal email accounts.
- Misuse of the company e-mail system can result in termination of this privilege or employment.
- If an employee receives harassing or offensive e-mail this needs to be reported to your supervisor.