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Electronic Mail (E-mail) Policy and Guidelines for Employees Use of E-mail		Supersedes: Rev 5	Rev. 6
Issuing Department: Information Technology	Approval: Mark.Williams@jacobs.com Author: Rob.Hooks@jacobs.com Eric.Shelton@jacobs.com Michael.Aldridge@jacobs.com	Previous Rev. Date: 01-Aug-05	Current Revision Date: 01-Apr-06

This Policy applies to all full-time, part time, and temporary employees of the Company and its affiliates worldwide, to persons employed by temporary employment agencies and to all third-party contractors with access to and utilizing the Company's electronic mail system.

The Company provides as part of its technology platform an electronic mail (e-mail) system for use by employees and other authorized persons in order to enhance the timeliness, quality, and performance of their work. As such, the e-mail system should be used in a professional, business appropriate manner for work-related projects only. For the purposes of this policy, e-mail refers to both electronic and printed versions of an e-mail message.

All computers provided by the Company and the data stored on them are and remain at all times the property of the Company. For the purposes of this policy, the term computers includes but is not limited to desktop computers, laptop computers, personal communication devices (PCDs), and mobile phones with messaging capabilities. As such, all e-mail messages, whether stored, composed, sent, or received on these devices also remain the property of the Company, regardless of whether the e-mail was sent over a Company internal network or some other medium such as the internet.

An employee's use of the Company e-mail system constitutes the employee's acknowledgment of the Company's right to access, and a waiver of the employee's privacy interest, if any, all messages, data, or files on Company-owned or provided computers and other devices. While the Company does not monitor e-mail messages as a routine practice, the Company reserves the right to access and disclose the contents of e-mail for any business purpose. Therefore, e-mail should not be considered private nor should you expect it to be.

Electronic messages should be limited to the conduct of Company business and/or Company-sponsored activities. E-mail may not be used for any other activities such as, but not limited to:

- Non-Company related or sponsored fund raising or other political or charitable activities (examples of Company sponsored activities: United Way, Jacobs Good Government Fund)
- Advertising or mass marketing activities
- Any activity or purpose that is in conflict with any Company Policy or Procedure
- Chain letters or forwarding of mass e-mails
- Day trading or other personal investing activity

Other considerations when using e-mail include but are not limited to:

- Company-sensitive information should not be routed through public networks, such as the Internet
- Altering or copying a message or attachment originating from another user requires the originator's permission

Employees learning of any misuse of the e-mail system or violations of this Policy shall first notify their supervisor who will, in turn notify their local Human Resources Manager or their Regional Legal Counsel.

Company employees who participate in inappropriate and/or unauthorized use of the e-mail system or are otherwise in violation of this Policy shall be subject to discipline as appropriate under the circumstances up to and including termination.

E-mail should not contain any content that may be demeaning, offensive, or disruptive to others. Material that may be demeaning, offensive, or disruptive includes, but is not limited to:

- Religious comments or images
- Sexual comments or images
- Racial slurs
- Comments that would offend someone on the basis of his or her gender, age, sexual orientation, religious beliefs, national origin, or disability
- Vulgarities, obscenities, sarcasm or exaggeration

The following items pertain to e-mail retention and storage:

- The system will automatically delete e-mail older than 90 days that reside in personal account folders. These folders include inbox, deleted items, and sent items. Tasks, notes, journals, contacts and calendars in Personal account folders and all Public Folders are excluded from auto deletion.
- Business Record e-mail that needs to be retained for longer than 90 days shall be archived in one of the approved business record repositories. See the "Guidelines for Employee Use of E-Mail" section for definition and example of a Business Record.
- Local Operations will develop written procedures for archiving Business Record e-mail which can be verifiable during department audit
- Archiving of non-business record e-mail is prohibited. Non-business record e-mail shall not be stored in any format longer than 90 days.
- The use of personal storage (e.g. .pst files) for off-line storage is prohibited. However, synchronization of mailbox folders for off-line usage (e.g. .ost files) is acceptable if done in accordance with this policy.
- E-mail shall not be stored on non-Jacobs equipment including but not limited to internal / external hard drives, personal computers, cell phones (PCDs, Blackberries, etc.).
- E-mail shall not be stored on removable media, including but not limited to CDs, DVDs, USB drives, thumb drives and memory cards. However, this does not preclude backing up of e-mail for disaster recovery purposes by the IT department or overall archiving per the Company records retention policy.
- POP3/IMAP protocols for e-mail retrieval is acceptable only for devices that do not create a PST file and that adhere to the retention requirements of this policy. Examples of these devices include PDAs and mobile phones.
- Do not forward e-mail to an external e-mail account (e.g. Yahoo, Hotmail, etc) to circumvent this Policy.

Guidelines for Employee Use of E-Mail

E-mail has quickly become one of the most important methods of communicating with each other and with our clients, customers, vendors, and consultants. The following guidelines are examples of e-mail "best practices." We encourage the use of e-mail in performing your job, but we expect you to use it responsibly and with the appropriate discretion.

Never consider electronic communications private or secure. In addition, e-mail sent to nonexistent or incorrect names can go to persons that you never intended. It is very important that you use the same care and discretion in drafting e-mail as you would for any other written or verbal communication. Others may review anything created or stored.

Business Record Definition

A business record is any tangible preservation of information in any medium. A record documents and substantiates the legal and operational (e.g., administrative, contractual, financial, research, or tax) positions and actions of the Company and its employees. A record may be formal or informal; official or unofficial; draft or final; an original or a copy. Examples of records include:

- writings, whether printed, typed, or handwritten
- visual recordings, sound recordings, microforms, tapes, disks, or other electronic or magnetic recordings, including information retained solely in electronic form (such as on computer hard drives, servers, or databases)
- notes, letters, memoranda, announcements, drawings, charts
- calendars, appointment books, and day-timers
- e-mails and voice mails

Business records include, among other things: books of account; work products such as designs, estimates, calculations, drawings, specifications, reports, and proposals; payroll data; employee files; and all other business documents used by the Company and its personnel. It should be noted that business records include any records prepared by an agent of the Company that are related to the Company's business in any respect. Employee personal records such as calendars, appointment books, e-mail, and diaries are business records of the Company when they include business content.

Examples of Business Record e-mail include but are not limited to:

- Confirmation of technical definition
- Confirmation of impact to cost
- Confirmation of impact to schedule
- Confirmation of impact to contract

Extended E-Mail Retention

E-mail does not constitute a separate class of business record. Each employee shall, on a case-by-case basis, determine whether an e-mail is required to be retained, and shall retain that document in accordance with this Company policy. Ask yourself the following questions in making this determination: 1. Would I manage this document as a business record if it was in a format other than e-mail and 2. Would I place this message in a folder and file it if it had arrived in letterform in the mail? For example, retain an e-mail sent to a client, which contains correspondence embedded either in the body or as an attachment, in a manner consistent with the retention of a letter. Delete e-mails not constituting business records in accordance with this policy. *Any e-mail requiring retention can be stored in Jacobs approved data repositories such as JPI, Network Drives, Exchange Public Folders, or eRoom.*

E-mail Best Practices

General

- Do not use e-mail to move large files among work groups. Instead, use collaboration tools like JPI, eRoom, Network Drives or Exchange Public Folders as appropriate
- To avoid proliferation of “junk” mail, do not reply to “junk” e-mail or provide your e-mail address in Internet chat rooms or discussion groups.
- When using web based mail (e.g., Outlook Web Access), be sure to logoff and close your browser session when exiting the program. This will prevent someone from accessing your mail with cached credentials when using a public device (such as a kiosk or computer).

E-mail Best Practices for Senders

- Do not use e-mail as a means to solve a problem when a phone conversation could be more effective. Consider following up an e-mail with a phone call.
- E-mail should be used as a communication medium not as a collaboration tool. If multiple reviews, responses, markups are needed, use the appropriate collaboration tools like SmartBoard, JPI, eRoom, Network drives, as appropriate.
- Avoid emotional overtones in your e-mail such as anger or sadness. It is best to wait before sending out such e-mail until after a “cooling off” period and another review of your message.
- Avoid sending e-mail that may contain controversial subject matters. Once again, a phone call will have far better results.
- Use capitalization of entire words only to highlight an important point. WHEN PEOPLE SEND AN ENTIRE MESSAGE IN CAPS, we generally perceive it as someone yelling or upset.
- Proofread e-mails before sending them.
- Use the spell check feature routinely.
- Use distribution lists cautiously. Send e-mail messages only to recipients who need the information.
- Be succinct! The most effective e-mail messages are short and to the point.
- Keep the message focused on a single topic.
- Include a subject line that helps the recipient prioritize, file, and search messages.
- Tag messages appropriately – do not label messages “High Priority” or “Urgent” unless required.
- Do not use delivery and read receipts for general e-mail use. Only use these for important messages requiring receipts.
- Do not broadcast someone else’s message without permission.
- Choose the number and size of file attachments with great care. The entire e-mail message cannot exceed 10 Megabytes.
- Compress attachments using Winzip or another compression utility whenever possible.
- Broadcasts to an “Everyone” mail group should be in support of Company business purposes, be used only where large groups of people would have an interest, and where targeting individual addresses would be too labor intensive or prone to error. Make such broadcasts only selectively and rarely.
- Address e-mail according to the expected action – list people in the “To” field if they should respond, and in the “cc” if they should read the message as information only. Take care not to overuse the “cc” option.
- Avoid using blind courtesy copy addressees as they could unknowingly forward your mail and “reveal” themselves
- Consider use of message formatting because the recipient’s e-mail system may not display the message as intended by the sender. Do not depend on alignments, fonts, or colors to make a point.
- Consider file attachment compatibility for the recipient.
- Use e-mail communications when it is the most cost effective means. For example for overseas communication or to reduce or eliminate paper distribution.

E-mail Best Practices for Recipients

- Develop a regular schedule for using e-mail.
- Delete messages no longer needed.
- File important messages into organized folders or “save to” project related data repositories.
- Browse the subject line to identify important messages.
- Reply or acknowledge receipt of messages promptly if the originator expects a response.
- Use auto-replies or delegate authority when unable to check e-mail.
- Do not reply to all recipients unless they all need to see your reply.
- Request removal from unwanted Jacobs' distribution lists.
- Do not respond to mail (subscribe or **unsubscribe**) from non-Jacobs distribution lists that are from unknown sources. The sender may be using your unsubscribe e-mail to send you more information.
- Avoid opening e-mail attachments from an unknown or untrustworthy source, or with a suspicious or unexpected subject line. If in doubt, do not open the attachment. Immediately contact your local IT Dept.