

## Social Media Policy

### Overview

Chattr provides ESM (Enterprise Social Media) which has been hosted on a private cloud for use by its employees, management and clients for building and reflecting social relations among people. This Private cloud installation is physically separate from all other customers as we create our own setup. This social network service essentially consists of a representation of each user (often a profile); their social links to other people, organization and events; and a variety of additional services for connecting, knowledge sharing and discovering.

### Purpose

The purpose of their policy is to provide some authoritative guidance on how these services can be used to deliver benefit without compromising our business and its security.

### Authorized User

#### User Access

The policy applies to all employees, management, shareholders, clients and the communities who are assigned a Chattr user credentials for business communications and building social relationship.

#### Fair and Acceptable Use

- a. **Access:** All employees and management have one Chattr account that will be used for all their online activities. Access to the Chattr will be attained using their official (chattr's) email ID. A limited number of users who are not employees of the company (clients, communities and shareholders) can be provided with an account at the request of a "sponsor" (employee or management). These accounts are considered temporary, but are renewable on an annual basis with the approval of the sponsor.
- b. **Be who you are:** Identify yourself clearly and accurately in all online activities. Concealing or misrepresenting your name or affiliation to disassociate yourself from your communication is never appropriate.
- c. **Be thoughtful about how you represent in online social network:** You should ensure that the content associated with you is consistent with your work in the company.
- d. **Respect your audience and your co-workers:** Respect your colleagues. This includes not only the obvious (no ethnic slurs, personal insults, obscenity, etc.), but also proper consideration of privacy.
- e. **Protect clients, partners and suppliers:** Clients, partners or suppliers should not be cited or obviously referenced without their approval. Externally, never identify a client, partner or supplier by name without permission and never discuss confidential details of client engagement.

- f. **Respect and maintain the integrity of original authors:** The users should show some proper respect for the laws governing copyright and fair use of copyrighted materials owned by others. And it is good to provide link of others work.
- g. **Add value:** Chattr should be used in a way that adds value to business. It should be used to help you, your coworkers, our clients and our partners to solve their jobs, improve their knowledge or skills, builds a sense of community, to promote company's value.
- h. **Be the first to respond to your own mistakes:** If you make an error, be upfront about your mistake and correct it quickly, as this can help to restore your trust.
- i. **You are responsible for your activities:** Remember to always use good judgement and common sense in deciding what you publish. You have sole responsibility for what you post to the online social media.

## Prohibited Uses

- a. **Use Appropriate Image and content:** The users are prohibited from posting defamatory, obscene, profane, threatening, abusive, harassing content towards any person or entity within the organization, its leadership, customers, suppliers and competitors.
- b. **Disclosure of Password:** Ensure that your Chattr account is used only by you and your account password is not disclosed to anyone.
- c. **Proper Logoff:** Be careful at public or other shared workstations to completely logoff after using Chattr.
- d. **Virus-free Content:** User must be aware that the use of Chattr doesn't disseminate computer viruses or other programs that may damage company's resources.
- e. **Protecting Confidential and proprietary Information:** User must make sure that they don't disclose company's confidential or proprietary information on online social media unless they can be completely sure that all participants in the network are eligible to see such items.
- f. **Disclosure of classified information:** Some topics related to company's classified information must never be discussed, even if you are expressing your own opinion.
- g. **Use of Advertisement:** The users are prohibited from posting advertisements of any kind and users are not allowed to sell or buy any items using Chattr.
- h. **Don't forget your day job:** User must make sure that online activities do not interfere with performing their job responsibilities or commitments to customers.

## System Management

### Responsibilities

- a. **Management and Executives:** By virtue of the position, user must consider whether personal thoughts they publish may be misunderstood as expressing company's position. And the manager should not assume that his or her team will read what is written in public forum and it is not the place to communicate company's policies to employees.

- b. Users:** All the users of Chattr are expected to conduct themselves in accordance with professional standards, company's policy and law. The user should assume all legal liability that may result from their postings.
- c. System Owners:** The administrator must provide access to managers to apply additional restrictions for proprietary data within the group. They are responsible for removing inaccurate, inappropriate or objectionable content material that is in conflict with the policy and code of conduct.
- d. Information Security Team:** The information security team monitor flow of information to ensure the contents are virus free.

## Violation of Policy

### Procedures for reporting violation

A covered party who reasonably believes that inappropriate business conduct is occurring must immediately report suspected violations to the Director of security governance team or [infosec@chattr.com](mailto:infosec@chattr.com)

If the report is written and sent to either the secretary or the director of security governance team, the covered party should clearly make the report as 'confidential and private'.

Reports may be made anonymously where allowable. However, anonymous reports should be submitted with sufficient details to ensure a clear understanding of the issue raised.

### Penalties of Violation

The use of Chattr for illegal and unethical purpose for abusive and harassing activities or other violations of the right of others or for purpose inconsistent with company's policy and regulation may result in termination of Chattr access, disciplinary action or dismissal.

## Revision

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Last Reviewed	02/29/2016
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## Limitation of Liability

The user engaged in online postings is always liable if such postings are wrongful, most notably, for defamation or infringement of third-party intellectual property rights. Some violations may constitute criminal offenses under local, state and federal laws. If appropriate, the company will carry out its responsibility to report such violations to the appropriate authorities.