

## **Affinity Partnerships**

### **Electronic Communications**

#### **(Excerpt from Employee Handbook)**

Affinity Partnerships electronic communications systems and programs including internet accounts, electronic mail, telephones (including company-issued cell phones), computers, personal digital assistant systems/handheld devices, facsimile, voice mails, and text/instant messages (the “Systems” or a “System”) are provided by Affinity Partnerships at its own expense and are private property of Affinity Partnerships. (Personal electronic devices are not permitted to be connected to Affinity Partnerships network without appropriate written authorization.) Affinity Partnerships encourages the use of the systems to foster business growth and productivity. Nonetheless, the use of electronic communications resources is limited by restrictions that apply to all AP property and by constraints necessary for the reliable operation of the systems. AP reserves the right to deny use of the systems when necessary to satisfy these restrictions and constraints or to expand the use of the systems when necessary. This Policy applies to all AP employees, including those of subsidiary companies and affiliates under the management and control of AP.

Because the systems have been provide to facilitate business purposes and communications for AP and for the purposes of assisting employees in the performance of their jobs, the systems are to be used for official AP business and not for non-business matters without appropriate authorization. While the Company recognizes that a certain amount of occasional personal use may occur, such use must not interfere with job duties and responsibilities and the information and activity will be treated in accordance with the sated policies herein and will not be considered private or owned by the employee. If the personal use of the systems results in cost to AP, the cost must be reimbursed by the employee.

AP reserves the right without liability to delete any electronic communication received by an employee through the systems. Deletion may occur at any time with or without prior notification.

Employees are prohibited from accessing without authorization or exceeding authorization or tampering with the computer/network equipment, files, or email records of any other employee. Any attempt to bypass AP computer/network security controls (i.e. using unauthorized passwords or encryption keys, exceeding authorization, etc.) is forbidden. Electronic “snooping” to satisfy idle curiosity about other individuals or for any other reason is forbidden.

Consistent with AP policies, employees shall not use any system to communicate, view, browse, access, display, print, or send anything that is inappropriate, unlawful, or anything that might be construed and unlawful, harassing or offensive to others, and/or that is contrary to the business interests of the Company. While it is impossible to list all of the inappropriate uses of electronic and telephonic communications systems, the following are some examples:

- Sexually explicit or implicit messages, cartoons, pictures, graphics or jokes;
- Unwelcome propositions or romantic notes/letters;
- Harassment or disparagement of others based on their race, gender, disability, age, religion, genetic characteristics, or national origin, or any additional categories protected by applicable federal, state, or local laws;
- Content that may be viewed as threatening, obscene, vulgar, off-color, or adult oriented by others;
- Content which is personal or potentially embarrassing to an employee, another person, or the Company;

- Copying, sending, or receiving copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization; and/or
- Soliciting or proselytizing for non-company persons or organizations, or commercial ventures, without prior authorization

If this type of content is received from another individual, the employee is responsible to immediately delete the message and inform the sender that such information is not permitted on AP system and promptly report it to Human Resources.

### Confidential Information

Employees must exercise a great degree of caution when dealing with confidential information in an electronic format. Confidential information must never be transmitted to anyone who is not authorized to know or receive such information. Some examples of information which may be considered confidential include, but are not limited to:

- Information from a personnel file (e.g., Social Security number, personal and/or family information, including health and medical information, address and telephone information, etc.)
- Information relating to legal advice or questions;
- Customer lists;
- Business and marketing plans;
- Confidential information of third parties; and
- Other business information that has not been publically disclosed by AP

Personal information of AP customers may not be sent via email or text messaging or other non-secure method and must always be treated consistent with AP privacy and security policies. Additionally, passwords may not be shared.

Except as specifically authorized by AP, participation in chat rooms, on-line forums, bulletin boards, or instant messaging may be considered communications with the public and should not take place in connection with AP business or through AP systems. (Please also refer to the Social Networking Policy).

Emails to be sent on a large corporate level may be sent only by the Executive Office or Human Resources.

Electronic communications, including email and text messaging, is an extension of AP and can be traced to the sender even after messages have been deleted. AP may regularly review, audit, and download email and text messages that are sent or received and may monitor telephone conversations. An employee's consent to such recording and monitoring is presumed by his/her use of AP phone lines and equipment.

### Email and Text Messaging

When it is appropriate to use email or text messaging there is some common etiquette that should be followed in order to maintain the highest level of professionalism possible in our communications. To assist you in establishing guidelines for sending email and texts, we have prepared a few etiquette and general computer usage reminders. Please review these suggestions and implement them in your communications to optimize your productivity and professionalism.

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Provided is consider confidential- For Internal Use Only Page 2 | 3

#### Email and Text Messaging Reminders:

- Don't send electronic communication if you can quickly communicate the message face-to-face.
- Ensure all communications are work-related.
- Be concise and to the point.
- Do not use all capital letters (in email or text "language" as this would be interpreted as yelling).
- Always have an appropriate and meaningful subject in the subject line (emails without subjects often indicate that the message may contain a virus or is inappropriate to open).
- Use the Cc and Bcc buttons sparingly (only copy an email to other recipients when absolutely necessary).
- Do not ever open or forward an email or text unless it is business related and is absolutely necessary to do so. Then make sure it is only forwarded to the necessary individuals.
- Additionally, sometimes "tone" or "intent" can be misinterpreted in an email or text, causing unnecessary issues, which is why verbal discussion would be better.
- Some conversations may require multiple back and forth responses. In this case email or texting would be less efficient and a verbal discussion could occur faster.
- Use caution in modifying your email backgrounds and changing colors or email font (some fonts and backgrounds are hard for the recipient to read).
- Only open emails or texts that come from a trusted source. If you receive an email from an unknown sender or an email without a subject line, delete it immediately and contact the IT Department.
- When giving direction, often a verbal discussion is better than an email or a text. It is often difficult to confirm that an employee fully understands the direction (or even received the direction/email or text) unless it's been communicated verbally and acknowledged understanding. (For instance, many emails or texts may contain multiple messages and assignments where one could easily be overlooked.)

#### Personal Electronics

The use of personal cell phones and recording devices is prohibited in all work areas. Cell phone use in work areas is limited to company use only. Tablets and computers provided are to be used for work related purposes only. The practice of playing games while working, checking personal email, social media, etc. is not allowed while working at any time. Failure to comply with this policy may result in disciplinary action.