

m Electronic Communications Policy**PURPOSE**

The City of Baltimore ("City") maintains a unified electronic communication systems including, but not limited to, personal computers, electronic mail ("e-mail"), instant messaging, voice mail and telecommunications equipment (i.e., cellular, desktop, cordless telephones, telephone recorders; faxes). The purpose of this policy is to explain the ownership of the electronic communications created, received, or stored on the City's electronic communications systems and to ensure that electronic communications are protected and used appropriately. This use is subject to the same standards as set forth in the Acceptable Use Policy and should be done within reason and not excess.

SCOPE

This policy applies to all City employees (full and part time, permanent and temporary) and contracted staff. This policy is supplemental and does not replace any other policy or code of conduct of the City or its City agency generated documents.

DEFINITIONS

Electronic Communications includes but is not limited to messages, transmissions, records, files and software in both electronic form and/or hardcopy.

POLICY**Electronic Communications**

The use of the City's electronic communications systems is for the sole use of conducting business on behalf of the City. Its purposes and uses are limited to City employees, public officials, contractors and consultants. Government business uses can include, but are not limited to, the dissemination of information concerning City events and charities, such as Combined Charities Campaign. However, the City reserves the sole right to determine the access to these systems.

Any non-government business use or intentional misuse of the City's systems is a violation of this policy. Non-government business uses may include, but are not limited to:

- Sending lengthy private messages,
- Sending political messages,
- Operating a business for personal financial gain, and
- Purchasing goods or services for private uses.

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Electronic data stored on a network, personal computer hard drive, CDs, DVDs, diskettes/removable media or hard drives; email, voice mail, fax, telephone recorders, or any other storage media technology/devices are to be used for City purposes and are the property of City. Unless ownership rights are expressly reserved in writing to a third party, all electronic information, including backup material and archived data, is the property of the City. This property includes all messages created, received, forwarded, or sent using the City's electronic communications systems. Any and all electronic communication, therefore, must be consistent with and sensitive to the City's mission.

All guidelines concerning communication within and regarding the City apply equally to messages transmitted via the electronic communications systems. The electronic communications systems should not be used to transmit information you would not be comfortable disclosing in a letter or memorandum to your loved ones or the press. It is also the duty of City employees to protect confidential and privileged information from inappropriate disclosure.

Since the electronic communications systems are intended to exclusively facilitate communication for the City's business, such communication should not be used for inappropriate purposes. Individuals should not make discriminatory nor offensive comments on the basis of race, color, ancestry, national origin, religion, religious creed, sex, age, physical/mental disability, sexual orientation, marital status, or veteran status. Additionally, individuals should not willfully download, create, receive, forward, or send inappropriate, offensive, or sexually explicit material of any nature. In accordance with other City standard operational procedures and policies, discriminatory, offensive, inappropriate, or sexually explicit material of any nature should not be transmitted via City resources.

An employee who is the recipient of inappropriate, offensive, or sexually explicit communications should delete the communication and send a separate message to the sender stating that the communication is inappropriate and that the employee does not wish to receive further communications of that nature. Should employees become aware of inappropriate, offensive, or sexually explicit communications, they should report it to their supervisor, Compliance, Human Resources or the Office of the Inspector General (OIG).

Only the intended recipient or his/her proxy should access messages transmitted via the electronic communications systems. Individual passwords to any systems or databases, for which an employee has access, should not be stored around the workspace, shared (unless for the purposes of conducting City business) and should be changed on a regular basis to ensure proper security.

The electronic communications systems should not be used to conduct private business, share confidential or privileged information, or to conduct any other non-City activities. Sending City proprietary, or other, information to a personal email account or to an entity or individual outside

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of the city who does not have an expressed need to know, is a violation of this policy and may be subject to progressive disciplinary action up to and including termination.

The City reserves the right to conduct reasonable non-obtrusive searches of computer systems, devices, records and any City property on or off City owned/leased premises. Employees may be personally liable for unlawful acts committed using the City's resources and for any damages incurred as a result of his/her violation of this policy.

Email Etiquette

All email correspondence should be authored and sent in a professional manner with regard to addressing the intended audience, tone, grammatical and spelling errors. Consideration must be given to:

- The tone of your communication
- Remaining mindful of acceptable mannerisms
- Being Concise
- Avoiding the use of abbreviations and terminology used while texting
- Use of work or professional email address
- Attaching attachments without permission or notification
- Avoiding the use of "All CAPS"
- Spelling and grammar

Violations

Since data security and integrity along with resource protection is critical to the operation of the City, employees that do not adhere to this policy may be subject to progressive disciplinary action up to and including termination; as well as the possibility of civil or criminal liability. If necessary, the City will advise appropriate officials and the OIG of any illegal violations. Any employee aware of any violation of this policy is required to report it to their supervisor or other authorized representative. All City employees are subject to the Executive Order of July 27, 2005:

1. Any municipal officer, member of a City board or commission, City employee, individual providing goods or services to the City, or employee of an organization or business providing goods or services to the City who receives a complaint within the scope of matters described in section 3(a) shall immediately refer such complaint to the Office Inspector General.

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- 2. Any municipal officer, member of a City board or commission, City employee, individual providing goods or services to the City, or employee of an organization or business providing goods or services to the City who has knowledge of an incident of fraud, waste, or abuse shall immediately refer such complaint to the Office Inspector General.

End of Use

Employee's access to the City's systems shall cease when one of following occurs:

- Termination from City employment
- Lay-off of a City employee
- Leave of absence of a City employee
- End of a public official's term
- Termination of a contract, Memorandum of Agreement/Understanding, or Inter Agency Agreement that provided access.

Amendments and Revisions

This Policy is not all-inclusive and will be reviewed on an ongoing basis and may be modified as the City continues to change and grow.

RELATED POLICIES

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| AM-XXX-XX, | EMAIL USAGE POLICY |
| AM-XXX-XX, | SOCIAL MEDIA POLICY |
| AM-XXX-XX, | PHYSICAL ASSET MANAGEMENT POLICY |
| AM-XXX-XX, | ACCEPTABLE USE POLICY |