

E-mail
Policy
Summary
and
Proper
Usage

United Technologies Corporation has adopted an E-mail (Electronic Communications) Policy which contains the following major elements:

- Access to the company e-mail systems shall be provided only to those with a demonstrated business need.
- Company e-mail systems are to be used only for legitimate business purposes with occasional use for incidental and infrequent personal messages.
- The following activities are prohibited:
 - Any attempt to gain unauthorized access to e-mail files or facilities
 - Tampering or interfering in any way with e-mail systems
 - Unauthorized browsing or accessing of data or e-mail
 - Any activity that is illegal or contrary to company policies (e.g., gambling, unauthorized solicitations, harassment of any kind, or wrongful disclosure of company information)
- Authorized company personnel will, from time to time and without notice to users, monitor and review the contents of e-mail and other data transmissions for the purposes of assuring system security, functionality, preparation for and participation in legal proceedings, and compliance with this and other operating unit policies.

Failure to comply with the E-mail Policy will result in appropriate employee sanctions.

E-mail is a valuable communications tool; however, the following points should be considered:

- E-mail can be easily forwarded to additional recipients.
- The communications can be changed by a recipient and forwarded in the modified form.
- The messages are easy to mis-address.
- E-mail communications can become a permanent record.
- Deleting a message from the mailbox does not guarantee elimination.
- Communications can be traced and retrieved by key words in messages as well as by the name of the originator or recipient.
- E-mails are subject to document subpoenas in both civil and criminal law suits and labels such as "Private" do nothing to prevent such discovery.
- In litigation, opposing counsel will argue that each e-mail communication is a statement representing our entire corporation.

These considerations are also applicable to e-mail attachments.

These guidelines apply to any of our communications and are particularly important for e-mail.

- Use unambiguous and simple language.
- Read and edit your communications before transmittal.
- Assume that your supervisor, Human Resources Department personnel and the company legal staff are reading all of your messages. Anything you wouldn't want them to read, you shouldn't write.
- Avoid sarcasm and gossip, and don't vent your frustration or express hostility via e-mail.
- Never transmit "off color" jokes or other material that could be offensive.
- Do not use language that could be construed as threatening.
- Be extremely cautious in sending company proprietary information by e-mail. This type of information should be encrypted where appropriate.
- When utilizing the Internet, assume that the message is an export and subject to export notification procedures.
- Do not forward messages that may congest the system, such as jokes from the Internet/World Wide Web and/or electronic chain letters.
- Use the following in forums such as Internet chat groups: "The statements and opinions in this message are personal and not attributable to my employer."



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