



Rely on it.

RENOLIT Salesforce Chatter Guidelines: FAQ for employees

July 3rd 2020





Rely on it.

Inhalt

1. Use of "Salesforce Chatter"	3
1.1. Is the use of "Salesforce Chatter" voluntary?	3
1.2. Will I suffer any disadvantages by not using it?	3
1.3. What are my advantages when I use "Salesforce Chatter"?	3
1.4. Is my employer reading my content?	3
2. Legal framework	4
2.1. What role does the right of personality play?	4
2.2. What happens if I behave illegally?	4
3. Behavior in digital communication	4
3.1. How should I behave in communication?	4
3.2. Can I use the mobile phone at work?	4
3.3. Can I create groups in Salesforce Chatter?	4
4. Technical Know-how	5
4.1. How can I create a secure password.	5
4.2. Is there a tutorial for Salesforce Chatter?	5



Rely on it.

1. Use of "Salesforce Chatter"

1.1. Is the use of "Salesforce Chatter" voluntary?

Clear answer: Yes! We want to use Salesforce Chatter to offer a modern platform through which employees can inform and exchange information about RENOLIT. Nevertheless, we do not want to and will not force anyone to communicate via Salesforce Chatter.

The purpose of using Salesforce Chatter is to make joint communication between different departments, shifts or within projects faster, more effective and less complicated. For this reason, we recommend that every employee try out Salesforce Chatter and see the benefits for themselves.

1.2. Will I suffer any disadvantages by not using it?

No. Both your superiors and the project team will ensure that no disadvantages arise from non-use. You will simply not be able to "enjoy" the benefits. If you do feel disadvantaged in a situation, we ask you to clearly inform your supervisor or your contact person from the project team. We will then work together on further rules and procedures for the future. In addition to Salesforce Chatter, managers will continue to communicate with you in the traditional way.

1.3. What are my advantages when I use "Salesforce Chatter"?

With Salesforce Chatter, you can access information and communicate with your colleagues faster, easier, and more efficiently. The app can be used conveniently at any time - be it during breaks, at home or on the way to work. In the long term, all the information that is important to you should be accessible in one place.

1.4. Is my employer reading my content?

If you use private groups, RENOLIT will of course respect your privacy. However, please remember that the same rights apply online as offline - if someone informs those responsible at RENOLIT that an employee is making racist comments in Salesforce Chatter, for example, or is bullying someone or otherwise damaging the company, RENOLIT must investigate this. Violations of the RENOLIT Code of Conduct will not be tolerated at any time and legal consequences may be imposed.

2. Legal framework

2.1. What role does the right of personality play?

With self-created content, you usually hold the copyright and can do what you want with it. However, you should be careful here. If you photograph/film another person, for example, that person can assert their right of personality/use and hold you liable if you publish the image against their wishes. For this reason, always discuss in detail whether it is okay for others if you mention them in texts or depict them in photos or videos.

2.2. What happens if I behave illegally?

It makes no difference whether someone breaks the law offline (e.g. insults in a personal argument) or online (e.g. insults in a chat). All the rules you know from everyday life should therefore also be observed on the Internet. This applies also to rules that affect your professional life: No matter whether an employee on a social network or at an event violates the confidentiality agreement or the Code of Conduct - the result is the same and can be punished by RENOLIT under labor law. Bullying has no place both offline and in Salesforce Chatter.

3. Behavior in digital communication

3.1. How should I behave in communication?

Always be yourself and behave as you would in "real life". Remember that you are also dealing with people online. Therefore, treat others just as respectfully as you would in everyday life, respect the (intellectual) property of others, and please always protect your own privacy as well.

3.2. Can I use the mobile phone at work?

The existing regulations apply to the use of Salesforce Chatter. Accordingly, the mobile phone may be used during breaks and in the locations specified for this purpose. Restrictions are possible if your specific work environment requires it (e.g. for safety reasons in the immediate vicinity of machines). If you have any doubts, please talk to your manager.

3.3. Can I create groups in Salesforce Chatter?

The opening of groups is possible for every employee. However, please make sure that the group makes sense in any case. In addition, first use the search function to see whether this group already exists under a different name or whether there is a similar group that you can join. The project team and Corporate Communications reserves the right to ask owners of duplicate or "pointless" groups about the purpose of the groups or to try to merge the groups so as not to unnecessarily confuse the landscape.



Rely on it.

4. Technical Know-how

4.1. How can I create a secure password.

A secure password makes it more difficult for fraudsters to log into your account. Therefore, please do not use standard passwords such as first names or birth dates and observe the following guidelines:

Your account or password must not be made accessible to third parties. Change the default passwords.

Use strong passwords and two-factor authentication where possible. (See section 4.2. for more information).

Please consider the following rules when creating a strong password:

- Minimum 8 characters, better 15 characters
- One or more uppercase letters o One or more lowercase letters o One or more digits
- One or more special characters
- No names
- No word that is in a dictionary, in any language
- The password must be changed every 90 days.
- Do not share your personal administration credentials.

Use a separate, secure password for each online profile and do not store it on your computer or in your browser. Also, make sure your PC is always locked when you leave your desk. Your smartphone should also be code-locked so that unauthorized third parties cannot gain access.

4.2. Is there a tutorial for Salesforce Chatter?

Yes, these are available on the intranet (<http://my.renolit.net/global/en/renolit-group/renolit-salesforce/salesforce-chatter>) and on the website (<http://www.renolit.com/salesforcechatter>). Our IT colleagues have created training videos for various scenarios so that you can understand how to use the app directly on your cell phone. If you get stuck here or cannot solve your problem, please feel free to contact your Salesforce Chatter contact at the site.