

Introduction

Policies and Procedures for Using Google Drive at Quality School Supplies

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Supersedes: N/A

Responsible Department: QSS Human Resources and Legal Departments

Source Document: N/A

[Exhibit A, Quality School Supplies Policy and Procedure Manual](#)

[Exhibit B, Using G Suite at Quality School Supplies](#)

[Exhibit C, Using Google Drive at Quality School Supplies](#)

I. Purpose

This document provides Quality School Supplies (QSS) employees with the policies and procedures regarding use of Google Drive. Google Drive is part of QSS's G Suite for Business membership and is available to all employees.

II. Definitions

A. Business files

Business files are documents created for and owned by QSS that contain company information. Employees will not share these documents with external parties unless deemed appropriate by management and under strict adherence to policies and procedures.

B. Employee

An employee is any person with access to a QSS G Suite account.

C. G Suite

G Suite is a set of tools created by Google that include but are not limited to Gmail, Google Drive, Calendar, Docs, Sheets, and Slides.

III. Policy

A. The Quality School Supplies Policy and Procedure Manual (PPM) is the source for all company policies and procedures concerning QSS and its branches, corporate offices, and remote teams.

B. Employees will receive a digital copy of the PPM during their new-hire training (see Exhibit A).

- i. The PPM is also available on the QSS employee website at www.qss.com/employees.

- C. Employees must follow the policies and procedures stated in the PPM regarding the use of Google Drive at QSS.
- D. Beginning May 6, 2019, employees must use Google Drive to store, collaborate on, and share all business files.
 - i. Employees must not use any other email or file storage system to store, share, or collaborate on business files unless granted an exception from management (see Section VI).

IV. Roles and Responsibilities

A. All Employees

- i. Use Google Drive to save and share work files and collaborate with other employees.

B. IT Staff

- i. Assists other employees in troubleshooting technical issues with Google Drive and G Suite, escalating issues to the Google support team if needed.

C. HR Staff

- i. Answers questions and addresses concerns regarding policies and procedures of Google Drive use and records any failures to follow the PPM.

D. Legal Staff

- i. Advises and assists employees with any legal consequences and proceedings resulting from the failure to follow the PPM.

E. Team Leads

- i. Assist their team in following proper Google Drive policies and procedures and organize training when needed.

F. Management

- i. Assists team leads in administering necessary training and ensuring all teams follow outlined policies and procedures in the PPM.

V. Procedures

A. Deleting and Reporting Suspicious Files

- i. Employees will avoid deleting emails or files stored in their QSS accounts unless granted permission from Management.
- ii. Employees will report harassment and inappropriate behavior to the QSS HR team.

B. File Types

- i. Employees may use Microsoft and Google file types with Google Drive.
- ii. Employees will convert all Microsoft files to Google files in order to work with any internal or external collaborator.
 - a) See Exhibit C, p. 10 for information on how to convert Microsoft files.

C. Sharing Documents Internally

- i. Employees will only share and collaborate on business files with others who contribute to the project or work.
- ii. Employees will not share files that are non-business in nature.
- iii. All shared files are the property of QSS and are subject to review at any time.

D. Sharing Documents Externally

- i. Employees will only share and collaborate with external parties if the files are directly related to QSS business.
- ii. Employees will not share confidential business files unless advised and approved by their team leads and/or management.
 - a) Employees who are unsure whether a file is confidential in nature must ask a team lead and/or management for guidance before sharing.
- iii. All files shared are the property of QSS and are subject to review at any time.

E. File Naming

- i. Employees will follow QSS standard conventions and name all work files stored in Google Drive as LastName_Department_DocumentTitle_Version.
 - a) Example: McGwin_HR_PPM_V1.
- ii. Employees will save all work files in folders organized by year and quarter.
 - a) Example: Q1 2018 or Q3 2017

F. Customer Data

- i. Employees will not use customer data for any personal or business use outside of the original purpose agreed to by the customer.
- ii. Employees will only reach out to customers for marketing and sales promotions if the customer has agreed to have their contact information saved to mailing and call lists.

G. Attaching Files and Sharing Links Through Email

- i. Employees will use their QSS Gmail accounts when attaching business files and sharing links to business files.
- ii. Employees will follow QSS standard conventions when naming attachments and links (see Section V, F).
- iii. Employees will only send attachments or links to those necessary to the project or work of the file
- iv. Employees will ensure that all emails containing file attachments or links include the standard mandatory QSS liability footer:

The content of this email is confidential and intended only for the recipient(s) specified. It is forbidden to share any part of this message without the written consent of the sender. If you received this by mistake, please reply before deleting. Quality School Supplies cannot guarantee the security of this email and will not be held liable for any damage caused by the message.

- a.) Employees can find alternate versions of this footer at qss.com/employees/legal or by contacting Legal at employeelegal@qss.com.

H. Opening Attachments and Links

- i. Employees will not open attachments or follow links sent by unrecognized senders.
- ii. Employees will notify Google by marking emails as spam or phishing if they receive an attachment or link from an unrecognized sender.
 - a) See Exhibit B, Section IV for more information.

I. Personal Use

- i. Employees will not use their QSS Google Drive accounts for any personal reason that does not directly relate to employment and development at QSS.

VI. Exceptions

- A. Employees can ask their managers for an exception to these policies and procedures. Managers may seek guidance from HR to examine requests on a case-by-case basis and issue them with discretion.

VII. Repercussions

- A. Failure to follow policies and procedures will result in disciplinary action based on the discretion of Management.

VIII. Further Information

- A. Employees can find more information regarding policies and procedures at qss.com/employees/hr or by contacting HR through email at hr@qss.com or phone at 262.555.7777.
- B. Employees can access the G Suite and Google Drive user manuals at qss.com/employees/manuals.