

LEVI STRAUSS & CO.

U.S. Mobile Policy

Table of Contents

| | |
|---|---|
| 1 Purpose | 2 |
| 2 Contacts | 2 |
| 3 Applicability | 2 |
| 4 Approvals & Exceptions | 2 |
| 5 SmartPhones | 3 |
| 5.1 Qualifications | 3 |
| 5.2 Equipment Standards | 3 |
| 5.3 Preferred Carriers | 3 |
| 5.4 Personal Plans | 3 |
| 5.4.1 International Travel for Personal Plans | 4 |
| 5.4.2 Equipment Purchases for Personal Plans | 4 |
| 5.4.3 Use of Personal Devices For Company Email & Calendaring | 4 |
| 5.5 Company Plans | 4 |
| 5.5.1 Joining the Company Plan | 5 |
| 5.5.2 Equipment Purchases for Company Plans | 5 |
| 5.5.3 Plan Options, Features, and Invoices | 6 |
| 5.5.4 IT Security Policy | 6 |
| 5.5.5 International Travel | 6 |
| 5.5.6 Loss or Destruction of Equipment | 7 |
| 5.5.7 Broken Equipment..... | 7 |
| 5.5.8 Employee Separation | 7 |
| 5.5.9 Early Termination Fees | 8 |
| 6 Wireless Internet Services for Laptops (3G or 4G/LTE) | 8 |
| 6.1 Qualifications | 8 |
| 6.2 Equipment Standards | 8 |
| 6.2.1 External USB Devices | 8 |
| 6.2.2 External MiFi Devices | 8 |
| 6.2.3 Tethering via iPhones | 8 |
| 6.3 Preferred Carriers | 8 |
| 6.4 International Travel | 8 |
| 6.5 IT loaners | 9 |
| 6.6 Personal Plans | 9 |
| 6.7 Company Plans | 9 |
| 6.7.1 Equipment Purchases for Company Plans | 9 |
| 6.7.2 Loss or Destruction of Equipment | 9 |
| 6.7.3 Employee Separation | 9 |

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1 Purpose

This policy describes Levi Strauss & Co (LS&Co) guidelines and restrictions regarding the use of company-issued and personally-owned equipment for company business. The policy exists to:

- Provide appropriate security safeguards for sensitive corporate information that may reside on mobile devices
- Maintain a responsible and appropriate corporate spend for mobile equipment and telecom costs

2 Contacts

This policy is sponsored by LS&Co. Network Control is responsible for maintaining the accuracy of this document and answering questions related to policy.

Routine requests relating to your mobile devices and services should be submitted to Network Control by emailing levi@network-control.net, calling 415-501-2222 (12222 from SF Plaza), or visiting <http://www.network-control.net/levis/>.

3 Applicability

This policy applies to all USA employees. Where possible and reasonable, the spirit of these policies will also be applied to those based outside of the USA. Some sections below specifically call out differences between USA and foreign policies.

Contractor workers are not eligible to join the company plan or be reimbursed through the employee expense report process.

4 Approvals & Exceptions

All in-policy purchases and additions to the company plan require manager approval.

Any policy exceptions require the approval Kelley Wilke. If an exception is required, the employee will be informed first and Network Control will contact Kelley directly.

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5 SmartPhones

5.1 Qualifications

Having company paid mobile phone service is not an employee entitlement and not all employees are eligible. Your manager will determine if there is a business need for you to have such service.. If your job requires a 100% company-paid smartphone, you will be added to the company plan.

Having the company buy you a new smartphone is not an employee entitlement simply because you join the company plan and not all employees who join the company plan are eligible for a new smartphone. Joining the company plan changes who pays the bill, i.e. it changes who is financially responsible for your *existing contract*. It does not change your contract renewal date or start a new contract, and therefore the date when you are eligible for a discounted smartphone purchase remains the same. The company does not purchase full price smartphones.

5.2 Equipment Standards

- BlackBerry and iPhone devices are the company standard smartphones.
 - LS&Co will purchase one device every 2 years at \$200 or less
- Other devices that use Microsoft ActiveSync services such as iPads, Windows Mobile Phones, or Android Phones may be used if they are on a personal plan, but these will not be directly supported or configured by IT and the company will not purchase them or reimburse for their purchase.

5.3 Preferred Carriers

AT&T is the preferred carrier in the USA and the company has negotiated the best pricing with AT&T. Employees on the company plan automatically receive the highest available discount for services, currently at least 20%.

5.4 Personal Plans

LS&Co does not normally allow employees on a personal account to expense any part of their expenses to the company. If you have a business need to have a company paid mobile phone, you should move your personal number to the AT&T LS&Co corporate account or obtain a separate mobile phone on the LS&Co corporate account.

Employees and family members on personal plans may use the company FAN code 54162 to obtain a 20% discount on AT&T service.

You may also prefer to remain on a personal plan because you choose to use a carrier other than the company preferred carrier, or you want to maintain a special plan or features such as family plans that bundle services with your relatives. The company will not reimburse for monthly service costs for mobile phones that are on personal plans and you will not qualify for any discounts for being an LS&Co employee.

The company will not reimburse for monthly service for iPads, MiFis, or laptop 3G services that are on personal plans, or for more than one phone/smartphone per employee.

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5.4.1 International Travel for Personal Plans

Employees on personal plans that travel internationally may be eligible to expense a portion of their monthly service costs. Eligibility criteria include:

- You do not have another smartphone on the company plan
- You have a personally-owned phone that the company did not pay for, with a personal mobile phone plan in your name
- You have a business need and are approved by your manager for partial reimbursement on international roaming costs due to a business trip.

The Employee will be responsible for contacting their service provider before travelling to confirm that appropriate plans are in place to minimize roaming costs during the duration of the trip.

If you are eligible, submit an expense report through Concur for the part of the personal service costs that are reasonable and necessary for business purposes.

5.4.2 Equipment Purchases for Personal Plans

Just as service for personal plans remains in the employee's name, employees are expected to purchase and maintain any needed equipment as a personal expense. Purchases of mobile phones or any other telecom devices are therefore NOT reimbursable for those on personal plans. See 5.2 for a list of devices compatible with company systems.

5.4.3 Use of Personal Devices For Company Email & Calendaring

Employees may not configure access to email and calendaring on mobile devices they personally own and pay for. Additionally Network Control will not configure or provide support for these devices.

Employees can manually check their LS&Co email and calendar on their mobile phone by going to <https://email.levi.com> using the phone's browser.

5.5 Company Plans

The company plan is a direct billing program that allows the company to take over and become financially responsible for an employee's personal plan. Monthly service bills then get paid automatically. It also allows us to centrally administer all service plans with a shared pool of minutes at aggressive rates, and manage account options, features, and equipment purchases to ensure the lowest overall cost to the company.

Employees can revert back from the company plan to a personal plan at any time, and upon separation will have one week to do so before service is disconnected. Converting back to a personal plan changes financial responsibility for the current contract, but it does not reset the current 2 year contract terms or start a new contract.

Employees who have a business need to join the company plan and have their mobile phone costs covered entirely for the duration of their employment may submit their request to Network Control. Network Control will contact your manager for approval, and all future charges for your service will be paid and charged to your department. You and your manager will receive a monthly email showing the cost of your service.

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5.5.1 Joining the Company Plan

There are two ways to join the company plan depending on the phone number you wish to use. The process for either is started with making a request to Network Control.

5.5.1.1 Transferring Your Mobile Number to the Company Plan (COFR)

If you would like to keep your current mobile phone number while having service for it be covered entirely by the company, fill out the request form at <http://www.network-control.net/levis/cofr.html>. If your manager approves it, we will work with your carrier to transfer your service into the company name. This is called “Change of Financial Responsibility” or COFR. If you leave the company, we will release the number back to you and you will have a one week grace period after your last day to contact the carrier and put the number back on a personal plan.

Note that the term of your existing contract for service, and your eligibility date for a new discounted phone purchase, is inherited by the company when a COFR is performed. That means that if you were not eligible for a discounted phone purchase when it was on a personal plan, you will not be eligible just because you transferred responsibility to the company.

Likewise if you leave the company and want to transfer your number back, you will inherit the remainder of the company’s contract for your service and your eligibility date for a discounted new phone purchase will not change.

5.5.1.2 Obtaining a New Mobile Number on the Company Plan

If you need a company paid phone and service but want to maintain a separate personal phone number and service, the company will issue you a new phone number and phone. Fill out the request form at http://www.network-control.net/levis/device_request.html to start this process.

5.5.2 Equipment Purchases for Company Plans

Employees are not entitled to a new smartphone simply because they join the company plan. Employees on the company plan are eligible for up to a \$200 equipment purchase price allowance for a new phone no more than once every two years, usually coinciding with the renewal of or at any time after the end of the two year contract for your service.

Because the two year service contract renewal date does not change when transferring financial responsibility to or from the company plan, the date you are eligible for a new phone also won’t change. It is therefore the carrier that determines when an employee is eligible for a discounted new phone.

All smartphones purchased by the company are the employees to keep at no charge when they leave the company *if* they transfer financial responsibility for the account back to a personal plan and accept continuation of the current contract. If the employee prefers to purchase a smartphone that costs more than the discounted \$200 price, the employee may purchase the device themselves using a personal credit card. Contact Network Control for instructions on how to purchase the device.

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5.5.3 Plan Options, Features, and Invoices

Employee on the company plan must go through Network Control to change options and features. The carriers will not accept calls or requests for changes directly from employees.

Employees will receive a monthly report via email summarizing the charges of services on the company plan.

Employees can also view all of their service information and costs on the AT&T web site. Simply self-register with AT&T Premier Online Care at <https://www.wireless.att.com/businesscare> and then log on any time to view your:

- Past bills and details of charges
- Current rate plan, features and optional packages
- Monthly voice and data usage information
- Call detail and roaming records
- Assigned device details

5.5.4 IT Security Policy

Any device that connects to the LS&Co Network will have a security policy pushed to the device. This policy will remain on the device until the corporate network connection is removed from the device. The purpose of this policy is to protect LS&Co Intellectual Property. Some of the policy restrictions are:

- Device password of at least 6 digits
- Device wipe after 10 incorrect password attempts
- Limitation on how many emails can be kept on device. Maximum timeframe is 1 week

5.5.5 International Travel

Company phone service is usually provisioned *without* any international features. It is the employee's responsibility to inform Network Control one week before international features need to be activated by filling out an Add / Remove Feature request at <http://www.network-control.net/levis/>.

- Infrequent international travelers (2-3 times per year or less) should turn on international features before a trip and remove them upon return. Keep in mind that many features are prorated based on the start and stop dates, so for example if you add a 50 global text messaging plan for only 1 week you will only get 12 global text messages before overage rates start.
- Frequent international travelers (quarterly or more than 20-30 days/year) should leave appropriate international features on the account all the time.

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5.5.6 Loss or Destruction of Equipment

Network Control should be notified immediately in the event the LS&Co equipment has been lost or stolen. The employee can login to <https://email.levi.com> on a computer browser and select “Options”, then “Phone”, and then “Wipe Device” to erase all data on the phone. Network Control will then contact the provider to suspend the service and place the device on a block list, rendering the device useless.

If the device is found again, the user must contact Network Control to get the service reactivated.

To bridge the employee to the end of their current contract when they can purchase a new phone, Network Control will provide employees on the company plan with a used replacement phone if one is available. If a replacement isn't available, the user will have to purchase a replacement using a personal credit card. Employees on personal plans are on their own for replacing lost equipment.

5.5.7 Broken Equipment

If a device is broken, the employee should contact Network Control. If the device is covered under warranty, the employee can get a replacement device at no cost. If the device is not covered under warranty and the user is not eligible for an upgrade with the provider, the employee is responsible for any costs associated with repairing the device, if they choose to have the device repaired. If the phone cannot be repaired, the user would be responsible for purchasing a replacement phone using a personal credit card.

5.5.8 Employee Separation

Upon separation of employment, the employee on a company plan has two options as described below. Employees are reminded that email on the smartphone is company property and must be removed from the phone after separation by deleting the Levi's Exchange account under Settings.

5.5.8.1 Transferring Your Mobile Number to a Personal Plan

Your current smartphone device is yours to keep. If you would like to take your phone number and smartphone with you, you may transfer your account to a personal plan with the carrier. Your phone will remain active for one week after separation. The line will be noted in the carrier's records that it is released for transfer of responsibility. The employee should contact the carrier to complete the transfer of financial responsibility back to their personal name and choose any retail plan and features desired. If the employee does not contact the carrier within one week of separation, service for the device will be disconnected without further warning and the phone number will revert to LS&Co property.

5.5.8.2 Turn Everything in to the Company

If you do not want to keep your phone number, you may ship the smartphone device to Network Control and owe nothing going forward. The device and phone number then become the permanent property of LS&Co.

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5.5.9 Early Termination Fees

In general the company will not pay early termination fees to accommodate an employee's request for changes in service, carriers, or equipment. Paying early termination fees is also usually not necessary to join the company plan because the company will be taking over the employee's existing contract, not terminating it. Any other unusual circumstances require the approval of the manager before early termination fees can be paid.

6 Wireless Internet Services for Laptops (3G or 4G/LTE)

6.1 Qualifications

Your manager will determine if there is a business need for you to have permanent wireless Internet services for your company laptop. If eligible, you will be provided with appropriate equipment and added to the company plan. Loaner devices may be available for temporary needs with management approval (see 6.5).

6.2 Equipment Standards

Employees may choose the hardware option that best fits their needs. All new hardware purchase costs will be charged to the employee's department, but used equipment if available will not be. All purchase costs require the approval of your manager, and all devices must be returned to the company upon separation.

6.2.1 External USB Devices

External USB devices are not being purchased.

6.2.2 External MiFi Devices

MiFi devices provide the ability to connect more than one laptop at a time, but require the employee to carry a larger external device. The hardware cost is approximately \$50, and the purchase must be approved by your manager.

6.2.3 Tethering via iPhones

Tethering allows iPhones to relay Wi-Fi traffic from a laptop to the device's cellular service, essentially acting as a MiFi. This is only recommended for occasional needs because it substantially drains the iPhone's battery and has the poorest performance of all available options for laptop service. Tethering also does not function when roaming internationally. The cost of this option is \$20/month and is usually authorized for those in Retail or remote sites. Special exception is needed before this feature can be added to a device. Please contact Network Control with business justification for adding the tethering plan if you feel you need this feature. For those on a personal plan, the costs of the feature may be different and cannot be expensed to LS&Co.

6.3 Preferred Carriers

See 5.3.

6.4 International Travel

International data packages are available, but are not unlimited and cost significantly more than domestic rates per MB. Employees are encouraged to leave data roaming off when devices are idle or not in use and only activate the data roaming feature for short periods of time when needed throughout the day while traveling.

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6.5 IT loaners

LS&Co does not have any wireless internet loaners available.

6.6 Personal Plans

The company will not reimburse for wireless Internet service plans in the employee's name or for equipment purchased personally by the employee. Contact Network Control if you have a need for wireless Internet services on your company laptop.

6.7 Company Plans

The company plan is a direct billing program that allows the company to be invoiced directly for wireless Internet services. It also allows us to centrally administer all service plans at aggressive rates, and manage account options, features, and equipment purchases to ensure the lowest overall cost to the company.

Employees who have a business need for wireless Internet services covered entirely for the duration of their employment may submit their request to Network Control. Network Control will contact your cost center owner for approval.

6.7.1 Equipment Purchases for Company Plans

All related equipment for wireless Internet services for company laptops will be purchased by Network Control and charged to the employee's department. Employees will not be reimbursed for personally purchased wireless Internet services equipment. See 6.2 for a list of the options.

6.7.2 Loss or Destruction of Equipment

Network Control should be notified immediately in the event the company equipment has been lost or stolen. Replacement devices will be charged to the employee's department.

6.7.3 Employee Separation

All equipment related to wireless Internet services, including MiFi devices, must be returned to the company upon separation along with your company laptop.