

ERIE INSURANCE GROUP

IMPORTANT INFORMATION FOR CONTRACTORS, CONSULTANTS AND VENDOR PERSONNEL

This Brochure describes various guidelines and procedures that apply to all third party contractors, consultants and vendor personnel (generally referred to as “vendor personnel”) while performing contracted services for the Erie Insurance Group (“Erie Insurance” or “ERIE”). It is not meant to be a comprehensive statement of policies, but is intended to provide information on some of our policies as well as general information. The Department of your placement will provide any additional information that may be necessary. Erie Insurance requires all vendor personnel on our premises to adhere to all applicable policies and procedures.

LOCATION AND SCHEDULES OF SERVICES TO BE PERFORMED

The location and schedule for contracted services will be set by your designated ERIE contact and the vendor through whom you are assigned to perform services to ERIE, taking into consideration any specific needs of the contracted assignment. Any variation from this schedule and performance location, such as performing services remotely or performing additional hours of service beyond your set schedule, must be approved in advance by your designated ERIE contact. You will be given instructions on proper recording of time spent performing services for ERIE in the applicable ERIE system. You are responsible for accurately recording all hours of service performed under your services agreement.

COMPENSATION

Compensation – All compensation issues including questions, changes/adjustments are determined by the specific vendor through which you have been assigned to provide services to ERIE.

PARKING

Vendor personnel are provided parking in the 7th Street ramp, levels 5 & 6 once vehicle information is obtained by Security.

APPLYING FOR EMPLOYMENT AT ERIE INSURANCE

Unless specifically restricted by the agreement under which you are providing services for ERIE, you may submit a profile and resume as a candidate for a position posted on ERIE’s public website: <https://www.erieinsurance.com/careers>. Erie Insurance is not able to assist you in determining the effect of any contractual limitations you may be under. Vendor Personnel may not apply to internally posted positions (positions posted to Erie Insurance Employees on ERIEweb).

Please do not contact the Erie Insurance Talent Acquisition Department or ERIE managers or supervisors relating to job openings. The Talent Acquisition Department is responsible for matching applicants to open positions for consideration by the hiring supervisors. The Talent Acquisition Department will consider only those applications submitted through www.erieinsurance.com/careers using the procedure described above.

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ACCESS ID CARDS

An Access/ID Card will be issued to vendor personnel as appropriate. If an access card is issued, it must be worn such that the side containing the photo identification piece is visible at all times.

Lost or stolen access cards should be reported immediately to your designated ERIE contact or to the ERIE Facilities Security Section.

The Access/ID Card is ERIE's property and must be returned to the ERIE Facilities Services Section or your ERIE designated contact upon termination of your contracted assignment at ERIE.

Vendor personnel who do not receive an Access/ID Card must enter the Home Office through the main entrance on French Street sign in with the Receptionist and obtain a visitor's badge, which must be worn at all times.

ALCOHOL AND DRUGS

Erie does not permit the use or possession of alcohol, illegal drugs and controlled substances, or the improper use of prescription or over-the-counter drugs by vendor personnel, contractors or consultants while performing services at Erie. The services of any such individual who engages in such activity will be terminated immediately.

APPROPRIATE DRESS

ERIE has a business casual dress policy that applies to all vendor personnel while performing contracted services at all ERIE office locations.

While many casual options are allowed, the policy prohibits wearing items such as flip-flops, shorts, mini-skirts and skorts in the workplace. The policy also excludes outfits that create a bare midriff and bare-shouldered dresses and tops, such as strapless, spaghetti strap, halters and tank tops. Sleeveless tops or dresses are allowed for women.

WHAT TO WEAR:

Under ERIE's business casual guidelines, the following apparel items are acceptable:

- Slacks
- Skirts and dresses
- Blouses/sport shirts and golf/sport shirts with a collar
- Casual shoes
- Sweaters and turtlenecks
- Sleeveless shirts (for women only)
- Capri pants
- Sandals (for women only)

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WHAT NOT TO WEAR:

The following clothing items are not appropriate at ERIE:

- Athletic wear
- Shorts, including city and Bermuda styles
- Skorts
- Bare shouldered or strapless sundresses
- Halter tops
- Tank tops
- Dresses and tops with spaghetti straps
- Sheer styles
- Muscle shirts
- Tops or dresses with low-cut necklines
- Crop tops or low-waisted pants that create a bare midriff
- T-shirts
- Sweatshirts (with or without hoods)
- Sweat suits
- Stirrup pants, leggings or form-fitting stretch pants
- Mini-skirts and micro-minis
- Sandals for men
- Hiking boots
- Sneakers, running shoes or Crocs((TM))
- Flip-flops (including those with heels)
- Baseball caps

EXCEPTIONS TO THE POLICY

- Individuals who deal directly with customers, Agents, or other public contacts may be required to dress in traditional business attire.
- In certain work units, management may determine that the nature of the work requires wearing jeans or other work clothes.
- Individuals who require special clothing or footwear for medical reasons should review their needs with the vendor through which they are assigned to provide services to ERIE. It is the vendor's responsibility to discuss such situations with the ERIE contact overseeing the engagement.

ATTENDANCE & PUNCTUALITY

Vendor personnel are expected to work according to agreed upon schedules. Such individuals with identified schedules who are unable to arrive by the scheduled start time or provide remote services, if applicable, must call their designated ERIE contact as well as their Employer/Vendor contact no later than one-half hour after their scheduled starting time.

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COMPANY PROPERTY

All vendor personnel are responsible for the proper use of Company property to which they are given access. ERIE may limit access to Company Property to ensure proper use and protection.

Company property includes but is not limited to buildings and grounds, office furniture and fixtures, office supplies, company information, computer network facilities, all communication devices and ERIE's computer network.

Desks, closets, offices, file cabinets, computers, and ERIE's electronic information communication and storage system etc., used by vendor personnel are ERIE's property and may be searched by ERIE management at any time. Vendor personnel have no expectation of privacy in any information created, entered into, stored, received, uploaded, downloaded, or transmitted through ERIE's electronic communication and storage systems.

E-MAIL/VOICE MAIL

ERIE's electronic data storage and communication system including e-mail and ERIE's telephone communication system including voice-mail may be used only for ERIE business and not for personal reasons.

EMERGENCY/FIRE EVACUATION

ERIE will issue emergency evacuation instructions and procedures as appropriate.

This material should be reviewed with your designated ERIE contact and all vendor personnel should become familiar with the procedures in preparation for an emergency. Any questions about the procedures should be directed to the Erie Facilities Security Section.

EMERGENCY CONTACT

Contact information, including the telephone number for an emergency contact, should be provided to the vendor who has assigned you to provide services ERIE. The vendor will provide this information to ERIE as needed.

HARASSMENT

It is ERIE's policy that all persons should enjoy a work environment free from any form of harassment. ERIE does not condone and will not permit discriminatory harassment of any person based on age, ancestry, citizenship, color, disability, gender identity, marital status, military status, national origin, race, religion, sex, or sexual orientation, genetic information, or any other characteristic protected under applicable federal,

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state, or local law. Threats or acts of violence are also prohibited. Harassment of third parties, such as vendor personnel, by our employees is prohibited. Harassment by vendor personnel or ERIE employees or other vendor personnel is also prohibited.

Harassment – Examples of harassment include verbal (including improper joking or teasing) or physical conduct that denigrates or shows hostility or aversion towards an individual because of any protected characteristic, and that: (1) has the purpose or effect of creating an intimidating, hostile, or offensive working environment as defined by law; or (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's work opportunities.

Sexual Harassment – Sexual harassment refers to behavior of a sexual nature that is unwelcome and personally offensive to its recipients. Sexual harassment is a form of misconduct that is demeaning to another person. Unwelcome sexual advances, requests for sexual favors and other verbal or physical behaviors of a sexual nature can constitute "sexual harassment" when:

1. Submission to such conduct is made explicitly or implicitly a condition of an individual's assignment;
2. Submission to or rejection of such conduct is used as a basis for a decision affecting the individual in connection with their assignment; or
3. The harassment has the purpose or effect of unreasonably interfering with an individual's work performance or creating an environment that is intimidating, hostile or offensive to the individual.

For example: Unwanted physical contact, foul language, sexually-oriented propositions, jokes or remarks, obscene gestures or the display of sexually explicit pictures, emails, or texts, cartoons or other materials may be considered offensive to another individual and should not occur.

Complaint Procedure – Any vendor personnel who feels that he or she has been harassed or subjected to discriminatory practices should immediately report the matter to the Talent Acquisition Operations Department and to the vendor who assigned the individual to perform services for ERIE. Alternatively, the vendor personnel can contact the Talent Acquisition Operations Department. If the vendor personnel is unsure of with whom to raise an issue of harassment, or if the vendor personnel has not received a satisfactory response within five (5) business days after reporting any incident of what the vendor personnel perceives to be harassment, he/she may immediately contact the Vice President, Talent Department in the Home Office.

If ERIE receives a complaint or concern regarding a potential violation of this policy, or other discriminatory practices, the Company will promptly initiate an investigation in accordance with applicable law and with regard to appropriate confidentiality concerns.

No consultant or vendor will be adversely affected in assignments as a result of bringing concerns or complaints of harassment or discrimination. ERIE prohibits any form of retaliation by any individual against individuals who report their concerns or who cooperate in the investigation of such reports in accordance with this policy, and ERIE will take appropriate corrective action for any such retaliation.

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INFORMATION PRIVACY AND SECURITY

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OVERVIEW

ERIE is committed to protecting the availability, integrity and confidentiality of information it maintains as a business, insurer and employer. The availability, integrity and confidentiality of all company information is maintained through internal procedures, technical controls and ongoing education.

Company Information refers to all information, in any format, that ERIE uses to conduct business. Formats of this information may include, but are not limited to: spoken word, printed or written materials, electronic data, electronic documents, software, digital images, microfilm, tape recordings, films, books, and records.

ERIE's Information Security policies, procedures and standards protect ERIE's information systems and the data contained within them. Vendor personnel are required to adhere to all applicable ERIE Information Security policies and procedures in the course of their engagement to ERIE. Selected policies are summarized below, and the full policies can be found by following these links:

[Corporate Information Security Program](#)
[Corporate Information Security Policies](#)
[Corporate Information Security Standards](#)

WHAT ARE AVAILABILITY, INTEGRITY AND CONFIDENTIALITY?

- The availability of information refers to access by authorized users.
- The integrity of information refers to its protection from intentional or accidental corruption, misuse, or unauthorized alteration, deletion or disclosure.
- The confidentiality of information refers to the protection of information to prevent access by unauthorized users.

ERIE protects the security of Company Information by making it available to authorized users, while protecting it from unauthorized access, use, destruction and disclosure. All authorized users are responsible for the integrity and quality of data including understanding and following business rules pursuant to Company policies and procedures, and management directives. Authorized users are expected to comply with specific rules, expectations and training provided regarding the data entry and update processes in their area of responsibility. Intentional inaccuracy, overriding and/or bypassing data entry/update processes is prohibited.

Information use must be limited to its authorized purpose. ERIE obtains information from a variety of sources, including but not limited to third party vendors and customers. The use of such information is limited to the purpose defined by agreement, internal policies and procedures or by ERIE's privacy notice. Questions concerning use should be referred to your designated ERIE contact.

INFORMATION CLASSIFICATION

Information Classification is a method to identify distinct classes of information so that appropriate levels of security may be applied according to the sensitivity of the information.

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ERIE maintains three levels of security: restricted, confidential and public.

Restricted: This is the most sensitive type of company information. Unauthorized use or disclosure of the information could have serious adverse effects on the company or parties to whom the information pertains. Therefore, restricted information:

- Requires the application of high levels of information security protection during use, storage and transmission. Expectations regarding these safeguards can be found at [Expectations for Safeguarding Restricted Data](#).
- Is not freely shared within the organization, and access is provided in accordance with specific job requirements.
- May only be disclosed externally in accordance with established ERIE policies and job responsibilities, or where required by applicable laws and/or regulations. All other disclosures require written authorization of senior management.

Classes of information covered by this security level include the following:

- **Restricted Non-Public Personal Information (NPPI-R):** Any sensitive non-public individually identifiable information. Refer to the [Information Classification Standard](#) for additional information and examples.
- **Restricted Third-Party Information:** Information that belongs to or pertains to another business entity and is entrusted to ERIE by that entity under a nondisclosure or other similar agreement that requires confidential treatment.
- **Restricted Company Information:** Select information restricted to the board of directors, executive management, senior management or a small percentage of Employees.

Confidential: Confidential information includes, but is not limited to, business information available internally during the course of conducting ERIE business that is considered proprietary to ERIE. This is inclusive of all company information that the company treats as confidential either through policy, contract, or operation of law.

Confidential information:

- Is exchanged among Employees in connection with their job responsibilities and protected from inadvertent disclosure and managed through approved access.
- May only be disclosed externally in accordance with established ERIE policies and job responsibilities, or where required by applicable laws and/or regulations. All other disclosures of information require written authorization of senior management.

Classes of information covered by this security level include the following:

- **Company Confidential Information:** Business information that is available internally to most Employees and is considered proprietary to ERIE.
- **Non-Public Commercial Information (NPCI):** Any business or other organization's non-public, identifiable information obtained by ERIE.

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- **Non-Public Personal Information (NPPI):** Non-public personally identifiable information that is not restricted but becomes associated to an individual during the course of normal business processing. This includes individually identifiable Customer, consumer, agent and Employee data. NPPI requires special precautions to ensure the integrity of the data by protecting it from unauthorized modification or deletion.

Public: Information approved for public consumption. This information is not restricted for security purposes.

Public information includes:

- **Public** Information that has been approved for public consumption and is readily available to the public through ERIE-sponsored Web sites, in hard copy format, and through regulatory record keeping agencies such as state insurance departments, the Securities and Exchange Commission and government agencies through official filings.

ERIE's Information Classification Policy can be accessed via ERIEweb here: [Information Classification Policy](#).

INFORMATION SECURITY EXPECTATIONS

Each Authorized User is accountable and responsible for maintaining the confidentiality and security of the information he or she comes in contact with and for abiding by the following expectations:

- Information should be accessed only for the purposes of performing services under the applicable contracted assignment or agreement.
- When not in use, materials containing restricted and/or confidential information must be kept out of sight by temporarily filing paper documents or by using the lock screen feature on laptops or PCs.
- Report all information security concerns or violations to the user's designated ERIE contact or directly to the Privacy Department at ext. 5874 or PrivacyDepartment@erieinsurance.com.
- Protect the security of all company information permitted to be taken offsite whether in paper or electronic format.

PROPER DISPOSAL OF COMPANY INFORMATION

Before discarding paper documents, removable media, or deleting electronic information, make sure that the destruction of the document or deletion of the information is in accordance with ERIE's Records Management Program by reviewing any and all such actions in advance with your designated ERIE contact. Specific record retention guidelines for each division or department, and branch offices, are available on *ERIE* <http://erieshare/sites/compliance/RMProgram/RMProgramWiki/Home.aspx>

All office paper must be shredded after it is discarded following the [Information Disposal and Destruction Policy](#) and [Information Disposal and Destruction Standard](#).

COMPANY'S RIGHT TO ACCESS AND REVIEW

All data composed, sent, received or stored on ERIE's information system are the property of ERIE. ERIE has the right, but not the duty, for any reason and without permission of any authorized user of ERIE's systems, to access and review all messages, files and content on ERIE's e-mail, Internet, computer or other information or communication systems or equipment such as company-issued cell phones, personal digital, or any

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removable media device. Authorized users should not have an expectation of privacy in anything they create, store, send or receive through ERIE's information systems or any of the previously described technology.

If you have questions regarding the security or confidentiality of company information contact the ERIE Service desk at ext. 2505. For questions about printed materials, contact your ERIE contact.

DIVISION/BRANCH- SPECIFIC EXPECTATIONS

In addition to these expectations, each division/branch may have additional requirements. Consult your designated ERIE contact for more information.

VIOLATIONS

Any violation of ERIE's Information Security policies will be reviewed and addressed. Depending on the severity of the violation, it may result in the termination of the business relationship with the authorized user.

INFORMATION SECURITY INCIDENTS

WHAT IS AN INFORMATION SECURITY INCIDENT?

An information security incident occurs when nonpublic personal information about ERIE customers, consumers, Employees or Agents is compromised in a way that may place it at risk of unauthorized access, use or disclosure. In particular, if the security incident involves a person's name, along with his/her Social Security number, driver's license number or financial account number, state laws may require us to notify the person(s) affected by of the incident. The most common unauthorized use is identity theft.

Some examples of an information security incident are a theft of a laptop computer; paper files are lost or left in a public place; paper or electronic mail containing nonpublic personal information is inadvertently sent to the incorrect party; or files in a computer system are compromised by a hacker.

REPORTING REQUIREMENT

It is imperative that all authorized users who become aware of any type of a security incident immediately contact the Privacy Department at ext. 5874 or PrivacyDepartment@erieinsurance.com.

SAFETY AND ACCIDENTS

Safety issues, accidents and injuries are to be reported to your designated ERIE contact as well as your employer/vendor contact immediately.

SECURITY INCIDENTS

Any incidents of theft, vandalism, damage to personal or ERIE property; threats, assaults, harassment by telephone or mail, drugs on ERIE property, and/or any situations which disrupt the workplace or violate the

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law must be reported to your designated ERIE contact or to any staff member of the Facilities Security Section.

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SMOKING
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ERIE is a smoke-free workplace. This includes the Home Office and all of our field office locations.

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SOCIAL MEDIA

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Web-based and mobile technologies that provide opportunities for social networking and platforms for distributing commentary and messages of all types have become increasingly popular. Examples include Facebook, Twitter, blogs and wikis (Social Media). ERIE has developed and issued guidance to facilitate appropriate use of Social Media. Vendor personnel are responsible for reviewing and abiding by ERIE's social media policy, which can be accessed here: [Corporate Policy - Social Media](#).

In addition to this company-wide social media policy, certain ERIE divisions may have additional social media guidelines as well. Please direct any questions on this matter to your designated ERIE contact.

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SOLICITATION

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Individuals who are not ERIE Employees are not permitted to solicit or distribute goods or literature to Employees on ERIE property.

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USE OF PHONES

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Except in emergency situations, ERIE-provided telephones and other communication devices are to be used only for business purposes.

Phones for outgoing personal calls are located in the break areas and near the cafeterias.

Personal cellular telephones should not be used in work areas.

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VISITORS

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All visitors to Erie Insurance are required to sign in and out of the complex with the receptionist and obtain a visitor badge, which must be displayed while on Erie Insurance property. The visitor badge must be returned to the receptionist upon leaving the complex.

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WEAPONS

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In accordance with applicable law, weapons of any nature are prohibited on company property at all times. This applies to all vendor personnel on company property, regardless of whether or not they are licensed to carry a weapon. **Definitions**

"Company property" is defined as all company owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways, parking lots, parking garages and ramps that are under the company's control. This also includes all company owned or leased vehicles, at all times, regardless of whether they are on company property, located at a private residence or any other location.

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“Weapons” include but are not limited to, handguns, firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm.

Exception: Individuals who have been given written permission by the company or members of law enforcement may carry a weapon on company property.

QUESTIONS?

Any questions about information contained in this brochure may be directed to the Talent Acquisition Operations Department for assistance or clarification.

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ACKNOWLEDGMENT OF RECEIPT OF:

- ***Important Information For Contractors, Consultants and Vendor Personnel***
- ***Information Security Contractor Security Awareness Training***

I have received the ***Important Information for Contractors, Consultants and Vendor Personnel*** and the ***Information Security Contractor Security Awareness Training*** and I understand that it is my responsibility to read and comply with the policies contained in these handouts.

I also understand that during the course of my engagement with ERIE I may be provided with access to training materials that pertain to the work I am performing. I understand that I should only access those materials that are relative to this work and no other training materials.

Signature of Contractor

Date

Contractor's Name - Printed

Vendor