



Email Communications Standard

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REVISION HISTORY

This revision history lists all changes to this document, the date of each revision, and the reason for each revision.

<u>Rev.</u>	<u>Rev. Date</u>	<u>Revision Description</u>
1.0	11/01/2022	Initial Version
2.0	11/01/2025	RXO, Inc updates, annual review

Table of Contents

Security Standard – Email Communications.....	4
Executive Summary	4
Purpose.....	4
Scope	4
Email Handling Standards.....	4
Email Handling Best Practices and Recommendations	5

Security Standard – Email Communications

Executive Summary

Email services are vital to business operations at RXO, Inc. including its subsidiaries, divisions and any other entities (collectively, “RXO”). Protecting the integrity, confidentiality and availability of these services is of critical importance. This standard defines the minimum requirements and best practices for the secure use of email.

Purpose

The purpose of the RXO Email Communications Standard is to provide information security requirements and best practices for the processes and systems related to email use.

Scope

This policy applies to all RXO subsidiaries, divisions, and operating entities. All users and accounts on the RXO email system are in scope for this standard, including employees, agents, contractors, vendors, partners, and other third parties. This standard will provide standards and guidance on the secure use of RXO email.

Systems or processes that cannot comply with these standards require an exception from the GSO.

Email Handling Standards

The following requirements apply to all users and accounts in the RXO email system. Exceptions must be approved by the Global Security Office (GSO).

- RXO email users must read and acknowledge **the RXO Acceptable Use Policy – Internal Users** before using RXO email.
- RXO email may only be used for business purposes.
- Personal email may not be used for RXO business.
- The standard RXO email signature must be used on all RXO email accounts.
- Do not re-use your RXO email address or password to register or login to non RXO systems or services.
- RXO email messages and attachments are considered RXO Internal information and should be handled accordingly.
 - Automatic forwarding of RXO email messages to external email addresses is not permitted. Each Email should be reviewed for sensitive content before forwarding to external email addresses.
 - Personal email accounts may not be used to conduct RXO business.
- Do not share your RXO email account password with anyone, including internal RXO personnel.
- Use caution when clicking on links or opening attachments in external emails. External emails are tagged with **[Caution: External sender, beware of phishing]** in the message body.
 - Unexpected links or attachments from external sources should be verified with the sender before opening.

- Report all suspicious emails to the GSO using the Report Phish button. Do not forward suspicious emails to others, including IT and Distribution Lists.
- Users should avoid sending sensitive information via email or attachments. If a user needs to share sensitive information via email, Secure Share should be used.

Email Handling Best Practices and Recommendations

- Avoid checking work email on non-RXO owned devices.
- Routinely review inbox rules in outlook and web-based email for errors, or rules you do not remember creating.
- Do not use the Report Phish button as a mailbox cleanup tool.
- Review your Inbox rules regularly. Delete emails that are no longer needed.
- Avoid Replying to All on email threads with a lot of users. This floods the email system and user's inboxes and reduces productivity.
- Avoid using non RXO owned systems to access RXO email. If it is necessary to do so, always logout of your email after use.
- Consider connecting to the RXO VPN (Virtual Private Network) before accessing RXO email on public networks such as libraries or public Wi-Fi. This provides an extra layer of protection on public networks.

Certificate of Review

Email Communications Standard

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Mark Gutman		Policy Owner	Submitted	Monday, November 24, 2025 10:01 AM EST
Faisal Khan		Policy Approver	Approved	Tuesday, December 2, 2025 10:59 AM EST
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