Use of Electronic Equipment & Communications Policy

Policy

To remain competitive, serve our customers and give our employees efficient tools to do their jobs, the organisation continues to adopt and make use of many means of communication and information exchange. As a result, most of our employees have access to one or more forms of electronic media and services, including computers, email, telephones, voicemail, fax machines, online services and the internet.

The organisation encourages the use of these media and associated services because they can make communication more efficient and effective and because they are valuable sources of information about vendors, customers, technology, and new products and services. However, all employees and everyone connected with the organisation should remember that electronic media and services provided by the organisation are property of the organisation and their purpose is to facilitate and support the organisation's business.

This policy cannot lay down rules to cover every possible situation. Instead, it is designed to express the organisation’s philosophy with regard to electronic communication and to set forth general principles employees should apply when using electronic media and services.

Prohibited Communications

Electronic media must not be used for knowingly transmitting, retrieving, or storing any communication that is:

- discriminatory or harassing
- derogatory to any individual or group
- obscene or pornographic
- defamatory or threatening
- engaged in any purpose that is illegal or contrary to the organisation’s policy or business interests.

Further, all forms of chain mail are unacceptable and the transmission of user names, passwords or other information related to the security of the organisation's computers is not permitted.

Definition of Use

Business E-Mail :- To be used for the purposes of communicating with internal and external customers including suppliers relating to business information only.

Business Internet :- To be used for access and gathering business related information only, this includes market research, business related purchases, recruitment and suppliers.

Business Telephones :- To be used for the purposes of communicating with internal and external customers including suppliers relating to business information only.
Personal Use

Electronic media and services are provided by the organisation primarily for employees' business use and therefore personal use is prohibited.

Access to Employee Communications

We respect our employees' desire to work without 'big brother' looking over their shoulder. Electronic information created and/or communicated by an employee using email, word processing and spreadsheet packages, voicemail, telephones, internet and bulletin board system access, and similar electronic media, is not reviewed by the organisation. However, the following conditions should be noted.

The organisation routinely compiles logs for most electronic activities or monitors employee communications directly — eg telephone numbers dialled, sites accessed, call length, and the time at which calls are made — for the purposes of:

- cost analysis
- resource allocation
- optimum technical management of information resources
- detecting patterns of use that indicate employees may be violating the organisation's policies or engaging in illegal activity.

The organisation reserves the right, at its discretion, to review any employee's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy and other policies of the organisation.

Employees should not assume electronic communications are totally private. Accordingly, if they have particularly sensitive information to transmit, they should use other means.

Security/Appropriate Use

Employees must respect the confidentiality of other individuals' electronic communications. Except in cases in which explicit authorisation has been granted by the organisation's management, employees are prohibited from engaging in, or attempting to engage in:

- monitoring or intercepting the files or electronic communications of other employees or third parties
- hacking or obtaining access to systems or accounts they are not authorised to use
- using other people's log-ins or passwords
- breaching, testing, or monitoring computer or network security measures.

No email or other electronic communication may be sent that attempts to hide the identity of the sender or represent the sender as someone else.

Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.

Anyone obtaining electronic access to other organisations' or individuals' materials must respect all copyrights and cannot copy, retrieve, modify or forward copyrighted materials except as permitted by the copyright owner.

Policy for use of the Internet and E-mail
Personal use of the Internet and E-mail (whether the organisations or another e-mail address) at work are prohibited. This is to prevent unnecessary exposure of organisations computers and computer systems to viruses, and to reduce the amount of working time spent on non-work related activities.

If you have a password protection on your e-mail or computer system you must ensure that this is communicated to another member of the team who will be responsible for checking e-mails during your absence from work.

Under no circumstances should any employee use the organisations e-mail or Internet for:

- Sending, receiving or posting on the Internet obscene, racist, sexist or otherwise offensive material
- Sending, receiving or posting on the internet information or material which is threatening, libellous or defamatory
- Viewing, downloading, storing or distributing website materials which are obscene, racist, sexist or otherwise offensive
- Participating in a pyramid of chain letters
- Unauthorised trading
- Infringing copyright
- Disseminating confidential information (unless approved)
- Use of the internet for personal use, including private e-mail facilities
- Social networking (See separate social networking policy)

Uses of the Company e-mail or internet in any of the above means will lead to disciplinary action.

**Structure of E-mails**

E-mails are not an informal communication tool, and have the same authority as any other communication to and from the organisation. Please follow the advice below when creating an e-mail:

- The email system is available for communicating matters directly concerned with the business of this organisation.
- The style and content of email messages must be consistent with the standards that this organisation expects from written communications.
- Always spell check e-mails before sending them
- To reduce email overload and aid productivity, email messages should only be sent to those employees for whom they are relevant. Send blind copies (bcc) wherever possible and do not automatically reply to all names on a “cc” list. Only send attached files where absolutely necessary.
- Although email encourages rapid communication, the contents of email messages should be written with care as messages sent without proper consideration can cause unnecessary misunderstandings. Email should not be used as a substitute for face-to-face communication.
- Where necessary, email messages should include a confidentiality statement.
- “This email and any attached files are confidential and intended solely for the use of the addressee. If you have received this email in error, please notify the sender by return email and delete this message. If you are not the intended recipient any disclosure, reproduction, distribution or other dissemination or use of this communication is strictly prohibited”
• All messages sent outside this organisation should include the standard disclaimer
• “Any views contained in this message are those of the author and are not necessarily those of this organization”
• Offers or contracts transmitted via email are as legally binding on the organisation as those sent on paper.
• Email contact lists are the property of the organisation even if created by the employee. Employees may not copy or remove any contact list in its entirety for use outside the organisation without the express permission of his or her line manager.
• Any failure to follow these guidelines satisfactorily can result in disciplinary action up to and including summary dismissal.

**Policy for use of Company Telephones (mobile and landline)**

The organisation supplies telephones for conducting company business, for example:

• Communicating with customers or suppliers
• Communicating with potential customers or suppliers
• Internal Communication
• Recruitment
• Any other use instructed by the Managing Director

In order to avoid unnecessarily high telephone bills, and to reduce the amount of working time spent on non-work related activities the organisations telephones must not be used for personal use unless there is an emergency at home that you need to attend to, or you have been given authorisation by your Manager.

Using the internet, or sending personal texts on your mobile phone are also not permitted (unless you are given authorisation from your Manager)

Please remember that your phone is company property. Ensure that any ring tones or phone displays used are appropriate for a professional business image

Sending, receiving or viewing obscene, racist, sexist or otherwise offensive material on your phone is not permitted, and you will be subject to disciplinary action.

**The Issue of Electronic Communication Equipment**

All electronic communication equipment remains the property of the organisation (Cinderella Cleaning Contractors.) If any item is lost, stolen or damaged then this must be reported to the office immediately, any damaged items must be returned prior to new equipment being issued.

Any employee issued with such equipment will be asked to read this policy, and sign a Mobile Phone Issue Form, which states what equipment has been issued and asks the Employee to sign to say they agree to abide by this policy.

**Disciplinary Action**

Employees who do not abide by this policy will be subject to the disciplinary procedure.

**Gross misconduct.**
The following uses of organisations e-mail, Internet or telephones will be considered Gross Misconduct, and could result in dismissal without notice

- To view, sending, receive or post on the Internet obscene, racist, sexist or otherwise offensive material will be
- Sending, receiving or posting on the internet information or material which is threatening, libellous or defamatory
- Viewing, downloading, storing or distributing website materials which are obscene, racist, sexist or otherwise offensive
- Unauthorised trading
- Infringing copyright
- Disseminating confidential information (unless approved)

**Responsibility for this Policy**

The responsibility to uphold this policy lies with every manager within the organisation, and ultimately with the Managing Director, Jason Machin.