

EMAIL AND INTERNET ACCEPTABLE USE POLICY

1 INTRODUCTION

Expeditious Services views the internet and the use of email as an increasingly important business tool. The purpose of this policy is to protect the quality and integrity our customers and the company’s electronic communications and to provide employees with standards of behaviour when using them. This document sets out guidelines for telephone, email and internet use by all employees to encourage the correct use of in the business environment. Breach of this policy, misuse of telephones or electronic communications will constitute a serious disciplinary matter and may lead to dismissal.

2 POLICY

It is the policy of the company to encourage the use of its telephone, electronic mail and internet services to share information and improve communication.

All use of such communications equipment on customer’s sites must be with the client’s knowledge and consent. The use of the telephone internet and email facilities are permitted and encouraged where such use is suitable for business purposes and supports the goals and objectives of the company and client in a manner that is consistent with the company’s standards of business conduct and as part of the normal execution of an employee’s job responsibilities. Those who use the company internet and email services or have access to through our customers equipment are expected to do so responsibly and must comply with this policy and the company’s confidentiality policy. Personal use of email internet facilities is restricted to the terms of clause 3.8. Social media and social networking sites must not be accessed.

3 GENERAL PRINCIPLES

The following principles apply to all electronic communications sent by employees and all use of the internet if using the companies or clients access accounts or equipment. It also applies to employee's use of individual access accounts accessed via company equipment and access through our clients' equipment.

3.1 ACCESS

3.1.1 The company reserves the right to designate those employees to whom it will provide access to the internet and electronic mail services, and may revoke access at any time to persons who misuse the system. The companies and client’s computer equipment and systems must only be accessed and operated by those authorised to do so. Unauthorised use, intentional interference with the normal operation of the network or failure to comply with this policy will be regarded as gross misconduct and may lead to dismissal and possible criminal prosecution.

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3.1.2 Internet access is controlled and the company reserves the right to prevent access to any sites it deems unacceptable. Any employee attempting to evade the controls instituted will be suitably disciplined and may be dismissed in appropriate circumstances.

3.2 VIRUSES

All computers should use authorised and current anti-virus protection software. No unauthorised anti-virus software should be installed, transmitted or downloaded.

3.3 SECURITY

3.3.1 All software downloaded to a company computer must be approved by a member of staff responsible for IT systems before installation to assure compatibility with software already installed on the computer. Problems may arise when unauthorised software is installed which is not compatible with the approved software. No disks may be brought in from an employee's home and used on the companies or clients system at any time.

3.3.2 Subject to paragraph 3.3.1, employees must not download software or electronic files without implementing virus protection. All files attached to external email as well as files downloaded from the internet must be scanned. Users must report suspected incidents of software viruses or similar contaminants from email attachments and/or downloads from the internet immediately to a member of staff responsible for IT systems.

3.3.3 Passwords, encryption keys and other confidential information relating to the company's systems must not be transmitted over the internet or by email.

3.3.4 Employees must not change or use another person's files, output or user name for which they do not have express authorisation. Employees should use password protection or switch off their computer when away from it.

3.4 MONITORING

3.4.1 By accessing the internet and electronic mail services through facilities provided by the company or client the user acknowledges that the company can monitor and examine all individual connections and communications. The company respects the privacy of internet and email users and will not routinely inspect, monitor, log, track or disclose email or internet access activities without good cause.

3.4.2 The company may deny access to the internet and its electronic mail services, and may inspect, monitor, log, track or disclose email or internet access activities in, but not limited to, the following circumstances:

- a. If there are substantiated reasons to believe that violations of the law and/or this policy have taken place which provide the company with good cause; or

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- b. A bona fide complaint is received in relation to misuse of email or internet access.

3.5 PROHIBITED USE

- 3.5.1 Employees must not view, store, transmit, upload, download or intentionally receive communications, web pages, files or documents that are or could be interpreted as intimidating, harassing or illegal or containing hostile, degrading, sexually explicit, pornographic, discriminatory or otherwise offensive material.
- 3.5.2 Employees must not send unsolicited emails, or email messages to multiple addresses or use email for personal gain nor represent personal opinions as those of the company.

3.6 CONFIDENTIALITY

- 3.6.1 Email can be inadvertently sent to the wrong address. It may also be read by someone other than the intended recipient. Caution must be exercised when communicating proprietary, confidentially sensitive information or information relating to the company when using email systems and users should ensure that such information is properly encrypted and that they have the authority to send it.
All Emails sent must include the standard company disclaimer this must not be removed from external Emails.
- 3.6.2 No client or customer related information should be sent over any public computer system without the prior written consent of the client or customer.

3.7 COPYRIGHT

Employees must adhere to all intellectual property and copyright law. Employees must not upload, download or otherwise transmit any copyrighted materials belonging to parties outside the company without the copyright holder’s written permission.

3.8 PERSONAL USE

- 3.8.1 Personal use of a client’s telephone, computers internet access or equipment on site must be authorised in writing by the clients appointed representative.
Company email and internet systems may not be used for personal purposes during normal working hours. Occasional use for personal reasons is allowed outside working hours subject to the terms and conditions of this policy and the approval of your line manager. In these cases the use of web-based personal email systems such as Google. Hotmail and Yahoo are encouraged to avoid company email accounts being used. Personal external email sent via a company or client access account should clearly indicate that it is a personal communication and unrelated to the company. Users are expected to respect and not abuse the privilege of personal email and specifically must not:
 - (a) Use company email systems, content and mailing lists for personal gain;
 - (b) Directly or indirectly interfere with the operation of email services, and cause unwarranted or unsolicited interference with the use of email systems by others;
 - (c) Interfere with employment duties, or other obligations to the company; or

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- (d) Burden the company with noticeable system congestion and/or additional costs. Any sources causing such congestion and/or additional costs will be blocked automatically and will not be permitted access to our mail system.
- (e) The company or client's system must not be used to access social networking sites such as Facebook, bebo or twitter.

3.8.2 Records arising from personal use of email will be treated no differently from other email when applying this policy in respect of confidentiality, privacy, disclosure and technical administration.

3.9 CONTRACTS

Employees should be aware that contracts, which bind the company, could be created on the internet or by email. Employees must not enter into contracts or subscribe for, order, purchase, sell or advertise for sale any goods or services on the internet or by email, unless with the express authorisation of the company.

4 DISCIPLINARY

Any breach of this policy may be subject to disciplinary action, up to and including dismissal and may result in criminal prosecution.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Telephone Email and Internet Acceptable Use Policy of Expeditious Services and I understand that it is my responsibility to be familiar with and comply with its requirements.

Name of Employee

_____ Date.....
Signature

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