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1. Introduction

- 1.1 This Communication Policy applies to all employees, contractors and agents who use the communication systems provided by the Company ("Users").
- 1.2 Users are encouraged to use the internet at work as a fast and reliable method of communication. The significant advantages for business.
- 1.3 In light of the fact that communications made by Users reflect upon the Company and are covered by a number of commercial, professional and legal problems, this Policy is intended to clarify what the Company expects from Users when using the Company's communications facilities.
- 1.4 "Communications equipment" and "communications systems" include:
 - 1.4.1 Telephone;
 - 1.4.2 Fax;
 - 1.4.3 Email;
 - 1.4.4 Internet [and intranet];
 - 1.4.5 [Video conferencing facilities];And any other communication systems provided by the Company.
- 1.5 [Whilst the communication systems provided by the Company are made available to Users for the purposes of the business, a certain amount of limited personal use is permitted insofar as such personal use is consistent with this Policy and the duties of the User.]

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2. General Principles

There are certain general principles to be borne in mind when using any type of communication, be it hard copy or electronic, including hard copy letters, memos and notices. The Company expects Users to be mindful of what they do and at all times in accordance with their duties;

- 2.1 Use communications equipment and stationery, respectively, in accordance with their duties;
- 2.2 Be mindful of what communication is restricted information and ensure that such information is not disclosed in the course of communications without express authority;
- 2.3 Ensure that they do not disclose any copyright or other intellectual property right when making communication.

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- 2.4 Ensure that they do not enter into any agreement with the Company to any agreement without express authorisation.
- 2.5 Be mindful of the fact that any agreement entered into upon in court, to the detriment of the individual or the Company, and concluded accordingly.

the Company to any agreement

on may be required to be relied upon to the detriment of the individual or the Company, and communication systems and equipment

3. Internet

- 3.1 The Company provides internet access to Users for the sole purpose of business and to assist Users in the performance of their duties. [Use of the internet for personal purposes is permitted provided it does not interfere with the User's performance of his/her normal working hours or during a lunch break.] Users are to limit the amount of time they have spent on the internet to the minimum necessary.
- 3.2 Users must not use the internet to attempt to gain unauthorised access to computer material, including restricted areas of the Company's network. This includes the installation or reckless introduction of any form of malware, spyware or malicious software or code to the Company's communications equipment.
- 3.3 Users must not accept, store or disseminate any information which they know or ought to know is confidential or otherwise illegal, pornographic, sexist or otherwise likely to cause embarrassment to the Company. Any such attempt will constitute a disciplinary offence and in addition to internet access being reviewed, reduced or suspended, may be subject to disciplinary action or summary dismissal.
- 3.4 Users must not download or install any software without the express permission of <<insert name(s)>>.
- 3.5 [Certain websites are blocked from the Company's equipment or systems during business hours]. If a User has a genuine and specific need to access a blocked site he/she must contact <<insert name(s)>> for approval.
- 3.6 Users must not attempt to download or otherwise retrieve illegal, pornographic, sexist or otherwise likely to cause embarrassment to the Company. Any such attempt will constitute a disciplinary offence and in addition to internet access being reviewed, reduced or suspended, may be subject to disciplinary action or summary dismissal.

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for the sole purpose of business and to assist Users in the performance of their duties. [Use of the internet for personal purposes is permitted provided it does not interfere with the User's performance of his/her normal working hours or during a lunch break.] Users are to limit the amount of time they have spent on the internet to the minimum necessary.

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attempt to gain unauthorised access to computer material, including restricted areas of the Company's network. This includes the installation or reckless introduction of any form of malware, spyware or malicious software or code to the Company's communications equipment.

4. Social Media

General Principles for Social Media

- 4.1 This section of the Policy sets out the general principles for the use of social network and social media including, but not limited to, Facebook, Twitter, LinkedIn, YouTube, Instagram, [and <<insert name(s)>>] (collectively, "Social Media").
- 4.2 The purpose of this section is to minimise the various risks to the Company presented by the use of social media.

the use by Users of all types of social media including, but not limited to, Facebook, Twitter, LinkedIn, YouTube, Instagram, [and <<insert name(s)>>] (collectively, "Social Media").

minimise the various risks to the Company presented by the use of social media.

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4.3 There are certain ge using Social Media [purposes. The Com

Users should keep in mind when se or] for authorised work-related :

4.3.1 Use Social M accordance w

professionally, and at all times in

4.3.2 Be mindful proprietary in disseminated Company] OR

confidential, restricted or other that such information is never out the express consent of [the or position(s)>>];

4.3.3 Ensure that the Company's p Bullying Po [Disciplinary P

does not breach any other of the t limited to, its [Harassment and nities and Diversity Policy;] Data Protection Policy].

4.3.4 Ensure that the regulatory rec bodies and o relevant regu

does not breach any other laws, icable rules set out by regulatory ding, but not limited to, <<insert ciations etc.>>].

4.3.5 Ensure that property right

y copyright or other intellectual ia;

4.3.6 Be mindful of court, to the a and conduct t

munication may be relied upon in of the individual or the Company, accordingly.

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Personal Social Media Use

4.4 [Users may use Soc hours [for example, o provisions of this So with their work respo

purposes occasionally during work hat such usage complies with the rovided that it does not interfere

OR

4.4 [Users may not use work hours on comp provided by the C communications eq Company network or

nal purposes at any time during other communications equipment uters, mobile devices or other themselves, whether via the

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Business Social Media Use

4.5 Certain Users may fr of the Company. A Company with the au with instructions issu

ed to use Social Media on behalf Social Media on behalf of the ert position>> and in accordance nd/or position(s)>>.

4.6 Use of Social Media this Social Media Po

must comply with the provisions of

4.7 Users using Social M required to interact v response to posts instructions issued to

company may from time to time be via Social Media, for example, in g the Company. Unless the ph 4.5) specifically authorise the

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User to respond with such communication position(s)>>. In any Company should require approval, without firm unless they are fully to respond.

The User may not respond to any approval of <<insert name(s) and/or Social Media on behalf of the communications, with or without prior consent individual and/or department relevant topic and suitably qualified

- 4.8 [Before using Social training in order to already received suitable employer or other org

The Company, Users may require to demonstrate that they have the Company or from a previous

Acceptable Use of Social Media

- 4.9 Unless specifically position(s)>>], Users Media as themselves Social Media by that the views of the Com

[by <<insert name(s) and/or that they are posting on Social and that all views expressed on own and do not necessarily reflect

- 4.10 Unless using Social any Social Media a Company.

Company, Users should not use otherwise associated with, the

- 4.11 Company email add websites] OR [only related purposes] OR related or personal Company email add with the Company a being inaccessible].

to sign up to any Social Media Social Media websites for work- Social Media websites for work- ers should be aware that their should they cease to work for or Social Media account(s) in question

- 4.12 Users should always should always be m may be known to a Media may reflect on whether a User is u purposes, whether d

s when using Social Media and their association with the Company the conduct of all Users on Social positive or negative. This applies business purposes or for personal otherwise.

- 4.13 If a User is unsure Media activity with <<insert name(s) and

ss of a post or any other Social Media Policy, they should consult continuing.

Unacceptable and Prohibited Use

- 4.14 Users must not use Company or any of i parties and organisat

me or otherwise disparage the s, agents, or other affiliated third

- 4.15 Users must ensure Company, its interes way.

al Media does not damage the ether directly or indirectly, in any

- 4.16 As under paragraph not represent thems behalf of the Compat

instructed to do so, Users must s the Company or as posting on

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4.17 Users may not share business information, contracts, agents, Social Media unless specifically authorised by <<insert name(s) and/or position(s)>>.

ally sensitive or other proprietary information of the Company or any of its employees, contractors, agents, parties and organisations on Social Media unless specifically authorised by <<insert name(s) and/or position(s)>>.

4.18 Users may not use Social Media (including LinkedIn) unless specifically authorised by <<insert name(s) and/or position(s)>>.

ally belonging to the Company on Social Media (including LinkedIn) unless specifically authorised by <<insert name(s) and/or position(s)>>.

4.19 [Users may not add personal Social Media and/or position(s)>>]

the course of their duties to their personal Social Media and/or position(s)>>]

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Recruitment

4.20 The Company may use its recruitment process in accordance with its e

carry out due diligence as part of its recruitment process. In all instances, the Company will act in accordance with its data protection obligations.

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5. Email

Company Email

5.1 The email address will be provided by the Company (ending in the suffix “@<<insert name(s) and/or position(s)>>” in order to facilitate information to clients, customers, contractors, suppliers, etc. Any Company business which is conducted via email should be conducted through the Company email and is not to be conducted through any other personal email address or account.

vided by the Company (ending in the suffix “@<<insert name(s) and/or position(s)>>” in order to facilitate information to clients, customers, contractors, suppliers, etc. Any Company business which is conducted via email should be conducted through the Company email and is not to be conducted through any other personal email address or account.

5.2 Users should adopt the following as part of best practice:

part of best practice:

5.2.1 Before communicating via email, users should satisfy themselves that it is the most appropriate method of communication, particularly where time is of the essence.

Users should satisfy themselves that it is the most appropriate method of communication, particularly where time is of the essence.

5.2.2 Ensure that the Company disclaimer notice. This should be added to the email client. If it is not, Users should speak to <<insert name(s) and/or position(s)>> immediately;

Company disclaimer notice. This should be added to the email client. If it is not, Users should speak to <<insert name(s) and/or position(s)>> immediately;

5.2.3 All emails should include a business reference(s), either in the subject line or in the body text;

include a business reference(s), either in the subject line or in the body text;

5.2.4 Emails should be sent in a professional manner as if the recipient is a client.

sent in a professional manner and in the same professional manner as if the recipient is a client.

5.2.5 Users should not forward an email automatically to everyone in their address book which they are responding as this may result in the disclosure of confidential information;

Users should not forward an email automatically to everyone in their address book which they are responding as this may result in the disclosure of confidential information;

5.2.6 All emails should be checked for accuracy before transmission, which includes ensuring that the recipients listed in the text are actually intended recipients’ email addresses are correct;

more transmission, which includes ensuring that the recipients listed in the text are actually intended recipients’ email addresses are correct;

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5.2.7 If an important document is sent via email, the sender should telephone the recipient to confirm that the document has been received in full;

ed via email, the sender should telephone the recipient to confirm that the document has been received in full;

5.2.8 [All emails relating to a transaction (e.g file, transaction, complaint etc)>> should be sent to the appropriate place;]

>> should be sent to the appropriate place;]

5.2.9 [No email relating to a transaction (e.g file, transaction, complaint etc)>> should be deleted unless it has first been printed and filed.]

transaction (e.g file, transaction, complaint etc)>> should be deleted unless it has first been printed and filed.]

5.3 Users must not email any confidential information to their own or a colleague's personal web-based email address. Other Users must not email any confidential information to their own or a colleague's web-based email address unless specifically requested by them.]

Users must not email any confidential information to their own or a colleague's web-based email address unless specifically requested by them.]

5.4 [Use of Company email for personal matters is prohibited as it places an additional strain on the Company's communications facilities.]

Use of Company email for personal matters is prohibited as it places an additional strain on the Company's communications facilities.]

OR

5.4 [The Company recognizes that there may be instances where Users may need to use their Company email for personal reasons. This is permitted on the condition that it does not interfere with the performance of their duties. In any case Users are not permitted to use their Company email to subscribe to any newsletters or to receive any marketing material which would result in extra unnecessary burden being placed upon the Company's communications systems.]

There may be instances where Users may need to use their Company email for personal reasons. This is permitted on the condition that it does not interfere with the performance of their duties. In any case Users are not permitted to use their Company email to subscribe to any newsletters or to receive any marketing material which would result in extra unnecessary burden being placed upon the Company's communications systems.]

5.5 [If Users do use the Company email for personal reasons, they will be deemed to agree to the possibility that their sent or received email may be subject to monitoring in accordance with the Company's policy.]

If Users do use the Company email for personal reasons, they will be deemed to agree to the possibility that their sent or received email may be subject to monitoring in accordance with the Company's policy.]

5.6 Users should at all times ensure that their Company email messages may have to be disclosed as evidence in legal proceedings or investigations by regulatory bodies and that such disclosure may be prejudicial to both their and the Company's interests. Any Company email messages that data which appears to have been deleted is often recovered.

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Personal Email

5.7 [Users are permitted to use their personal email accounts only to the extent that such use does not interfere with the User's performance of his/her duties during normal working hours or during a lunch break].]

Users are permitted to use their personal email accounts only to the extent that such use does not interfere with the User's performance of his/her duties during normal working hours or during a lunch break].]

OR

5.7 [Users are not permitted to use their personal email accounts via Company communication systems.]

Users are not permitted to use their personal email accounts via Company communication systems.]

6. Telephone Use

Company Telephone System

6.1 The Company's telephone system is for the exclusive use by Users working on the Company's business. Telephone calls regarding Users' domestic arrangements or excessive use of the Company's telephone system for personal purposes are not permitted. Acceptable telephone use

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disruption to Users' v

es of personal calls in a working
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6.2 Users should be a
Company's telephon
satisfaction or to che

alls made and received on the
ly monitored to ensure customer
is not being abused.

6.3 If the Company d
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disciplinary procedur

hone system has been used
dealt with under the Company's

Mobile phones

6.4 Essential personal t
are acceptable but e
calls (also texting, er
disruption to others
working hours.

g Users' domestic arrangements
own mobile phones for personal
) is prohibited. In order to avoid
be set to silent during normal

6.5 Any personal telepho
cause minimal disrupt

mobile phones should be timed to
o colleagues working nearby.

7. Security

7.1 The integrity of th
communications equ
preserving the secu
careful and cautious

relies on the security of its
Users bear the responsibility of
equipment and systems through

7.2 [Access to certain
equipment and syste
potential security ri
circumvent any block

rom Company communications
to block a website is based on
s. Users must not attempt to
or features by the Company.]

7.3 Users must not do
express permission
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oftware or program without the
(and/or position(s)>>, and are
policy.

7.4 Users must not sha
communications equ
is necessary for mai
has been necessar
password immediat
staff>>. Users are r
regularly.

they use for accessing Company
n any person, other than when it
<e.g. IT support staff>>. Where it
, the User should change the
r required by <<e.g. IT support
d practice to change passwords

7.5 Users must ensure t
Workstations and so
machine, hard copy
and caution should b
workplace.

sitive information is kept secure.
when the User is away from the
ould be secured when not in use
mobile telephones outside of the

7.6 When opening ema
light of the virus
that they know what
their computer has

Users must exercise caution in
rity. Users should always ensure
opening it. If a User suspects that
virus they must contact <<insert

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name(s) and/or position

7.7 [No external equipment connected to or used in conjunction with the Company's equipment without the prior express permission of <<insert name(s)>>.]

connected to or used in conjunction with the Company's equipment without the prior express permission of <<insert name(s)>>.]

8. Monitoring

8.1 The Company may monitor communications for the following reasons:

communications for the following reasons:

8.1.1 To ensure Company guidelines are followed, and standards of service are maintained;

Company guidelines are followed, and standards of service are maintained;

8.1.2 To provide evidence in legal proceedings and communications;

and communications;

8.1.3 To help combat fraud, protect the Company's communications equipment and systems and ensure security;

the Company's communications equipment and systems and ensure security;

8.1.4 If the Company has reason to believe a User has been viewing or sending offensive or defamatory material (not limited to that which breaches and/or infringes the Company's property rights);

er has been viewing or sending offensive or defamatory material (not limited to that which breaches and/or infringes the Company's property rights);

8.1.5 If the Company has reason to believe a User has been spending an excessive amount of time on the Company's related sites (including, but not limited to, Social Media) and receiving an excessive number of personal messages;

has been spending an excessive amount of time on the Company's related sites (including, but not limited to, Social Media) and receiving an excessive number of personal messages;

8.1.6 In order to be in compliance with the requirements of the Company in terms of the protection of its communications equipment and systems.

requirements of the Company in terms of the protection of its communications equipment and systems.

8.2 Users should be aware that all data sent and received using the Company's communication systems is logged, including websites visited, time spent on the internet, including business hours, irrespective of whether the User is in compliance with the Company Policies. Users should be aware that the possibility of the Company becoming aware of a User's activities while visiting websites at any time. By using the Company's communication systems for personal use, Users are taken to consent to their activities being logged and monitored by the Company. The Company ensures that any monitoring of communications complies with the Data Protection Act 1998, the Regulation of Investigatory Powers Act 2000 and the Human Rights Act 1998.

and email traffic data sent and received using the Company's communication systems is logged, including websites visited, time spent on the internet, including business hours, irrespective of whether the User is in compliance with this Policy and other Company Policies. Users should be aware that the possibility of the Company becoming aware of a User's activities while visiting websites at any time. By using the Company's communication systems for personal use, Users are taken to consent to their activities being logged and monitored by the Company. The Company ensures that any monitoring of communications complies with the Data Protection Act 1998, the Regulation of Investigatory Powers Act 2000 and the Human Rights Act 1998.

8.3 When monitoring email communications, the Company will normally restrict itself to looking at the address and header information. However, if it is considered necessary, the Company may also monitor the content of emails. Users should be aware that sensitive and confidential information should not be sent by email because it cannot be guaranteed that it will remain confidential.

normally restrict itself to looking at the address and header information. However, if it is considered necessary, the Company may also monitor the content of emails. Users should be aware that sensitive and confidential information should not be sent by email because it cannot be guaranteed that it will remain confidential.

9. Misuse and Compliance

9.1 Any User found to be in breach of the Company's communication equipment and systems will be dealt with in line with the usual disciplinary procedure.

communications equipment and systems will be dealt with in line with the usual disciplinary procedure.

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9.2 The viewing, transmi
any of the following
systems will amount
dismissal:

ading or accessing in any way of
communications equipment and
with the possibility of summary

9.2.1 Material whic
or any other c

, racist, homophobic, paedophilic
e offensive material;

9.2.2 Illegal or crim
or any other i

material which breaches copyright

9.2.3 Any material
the recipient;

effect of causing harassment to

9.2.4 Material whic
restricted info

ought to know, is confidential or
are not authorised to deal with;

9.2.5 Any website
company nam

blocked access to from <<insert
quipment and systems.

9.3 Any questions rega
and/or position>>, <<

l be referred to <<insert name

9.4 If any User becom
Company or otherw
contact <<insert nam

online that reflects poorly on the
ges the Company, they should
insert contact details>>.

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This policy has been approved & au

Name: <<Insert P

Position: <<Insert P

sources Manager>>

Date: <<Date>>

P

Signature:

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