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**FRIENDS OF CATHJA  
EQUAL OPPORTUNITIES POLICY**  
**Approved by the Board of Trustees .....**

## **Friends of Cathja Internet, Email and Mobile Phone Policy**

A commitment to this policy forms part of the Friends of Cathja Conditions of Service for paid members of staff, however the policy itself may be changed from time to time.

### **1. Statement of belief**

Friends of Cathja recognises that email communication and the use of mobile phones play an essential role in the conduct of our business and that the way in which our employees communicate with people not only reflects on them as individuals but also on us as an organisation.

In addition, Friends of Cathja provides access to the vast information resources of the Internet and the World Wide Web to help employees do their job and be well informed. Friends of Cathja operates within a framework of openness and trust and recognises that in certain circumstances, particularly where there is a need to communicate urgently, it may be appropriate for employees to send personal messages externally or receive them from an outside source. In addition, we recognise the need for individuals to have to carry out some personal tasks while they are at the workplace, e.g. for Internet banking, online shopping, non-business research, etc. This policy is designed to help employees understand our expectations for the use of those resources and to ensure that our employees use those resources wisely.

### **2. Statement of intent**

Friends of Cathja has the intent to ensure that these devices are used appropriately and are updated and maintained effectively.

The use of email, internet and company provided mobile phones are for Friends of Cathja business use only. Friends of Cathja will allow personal usage as long as it is not excessive or misused; as specified in this policy, or contravening to current legislation.

### **3. Responsibility**

Whilst the Friends of Cathja Board of Trustees take responsibility for ensuring the effective implementation of this policy throughout the organisation, each individual in the Organisation who is an authorised user of the system, Internet and/or has a company mobile phone is responsible for complying with the rules, procedures, guidelines and good practice statements set out in this policy.

The Board of Trustees will review this policy every six months or as otherwise necessary to ensure compliance with the law and best practice.

## 4. Implementation

**Board of Trustees:** Friends of Cathja is committed to having a Board of Trustees that can help us serve the community effectively. The Board of Trustees will ensure the provision of any appropriate training for members and support the Internet, Mobile Phone and IT Policy.

**Staff and volunteers:** Friends of Cathja will ensure that all staff and volunteers read, understand and sign their acceptance and agreement to the terms in this policy.

## 5. Internet

### Appropriate Use

Individuals at Friends of Cathja are encouraged to use the Internet to further the goals and objectives of the Organisation. The types of activities that are encouraged include:

1. Communicating with fellow employees, business partners of Friends of Cathja and clients within the context of an individual's assigned responsibilities;
2. Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities; and
3. Participating in educational or professional development activities.

### Inappropriate Use

1. The Internet may not be used for illegal or unlawful purposes, including, but not limited to, copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, illegal gambling, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading computer viruses).
2. The Internet may not be used in any way that violates Friends of Cathja policies, rules, or administrative orders. Use of the Internet in a manner that is not consistent with the mission of Westminster Befriend a Family, misrepresents Friends of Cathja, or violates any Friends of Cathja policy is prohibited.
3. Individuals should limit their personal use of the Internet. Friends of Cathja allows limited personal use for communication with family and friends, independent learning, and public service. Friends of Cathja prohibits use for mass unsolicited mailings, access for non-employees to Friends of Cathja resources or network facilities, uploading and downloading of files for personal use, access to pornographic sites, gaming, competitive commercial activity unless pre-approved by Friends of Cathja, and the dissemination of chain letters.
4. Individuals may not establish company computers as participants in any peer-to-peer network, unless approved by management.
5. Individuals may not view, copy, alter, or destroy data, software, documentation, or data communications belonging to Friends of Cathja or another individual without authorized permission.
6. In the interest of maintaining network performance, users should not send unreasonably large electronic mail attachments or video files not needed for business purposes.

## **General**

The downloading and/or display of any kind of sexually explicit image or document or other offensive or obscene material, on the Friends of Cathja system that may be capable of constituting any form of discrimination or criminal offence is a violation of our equal opportunity policy. In addition, sexually explicit or other offensive or obscene material may not be archived, stored, distributed, edited or recorded using our network or computing resources.

The downloading and/or display of any kind of illegal material on any Friends of Cathja system is forbidden. In addition, such material may not be distributed, edited or recorded using our network or computing resources. Any such action will be considered as gross misconduct.

If you find yourself connected accidentally to a site that contains sexually explicit or offensive material or illegal material, you must disconnect from that site immediately.

Friends of Cathja Internet facilities must not be used to violate the laws and regulations of the United Kingdom or any other nation. Use of any of Friends of Cathja resources for illegal activity is grounds for immediate dismissal and we will cooperate with any legitimate law enforcement activity.

Any software or files downloaded via the Internet into the Friends of Cathja network become the property of Friends of Cathja. Any such files or software may be used only in ways that are consistent with their licenses or copyrights.

Friends of Cathja retains the copyright to any material posted on the Internet by any employee in the course of his or her duties.

Any file that is downloaded must be scanned for viruses before it is run or accessed. Employees may not use Friends of Cathja Internet facilities to download entertainment software or games, or to play games against opponents over the Internet.

Any employee who attempts to disable, defeat or circumvent any of Friends of Cathja security facilities will be subject to summary dismissal for gross misconduct.

## **6. Email**

Any emails that discriminate against employees by virtue of any protected classification including race, gender, nationality, religion, and so forth, will be dealt with according to the harassment policy.

### **Standard Email Best Practice and Operating Rules**

Do not use email for urgent messages; use the telephone instead. It should be noted that the delivery and integrity of Internet email messages cannot be guaranteed.

Ensure you have correctly spelled your intended recipient's email address, thus avoiding non-delivery or mail failure error messages. Be careful when using global address lists and personal address lists. Check that only those recipients for whom the mail is intended have been included.

Be concise and to the point. Do not make an email longer than it needs to be. Reading an email is harder than reading printed communications and a long email can be very discouraging to read.

Do not attach unnecessary files. By sending large attachments you can annoy other users and even bring down their email system. When possible try to compress attachments and only send attachments when they are productive.

Read and delete emails regularly. Keep your Inbox and Sent folder contents to a minimum. Email messages are just as important as the post.

If you are unable to access your email account, e.g. because you are on holiday, make sure you activate the auto-reply facility indicating where the sender can gain further assistance, where necessary.

Treat email messages as you would an item of post. Maintain the necessary records.

Do not transmit graphical images of signatures either as an attachment or embedded as a signature to an email. These graphical files could easily be copied and applied fraudulently to other documents, e.g. faxes or electronic letterheads, etc.

Emails must never contain what could be considered as a defamatory statement. For the avoidance of doubt, a defamatory statement is one, whether oral or written and whether of fact or opinion, which tends to damage the reputation of another individual or organisation. Remember that damaging emails may have to be disclosed in litigation or in investigations by other authorities.

Never send an email that contains illegal, discriminatory (on grounds of sex, race, disability, sexual orientation, religion or belief, or indeed any other unacceptable grounds, such as age), obscene, pornographic or otherwise abusive or threatening messages. Harassment or bullying will not be tolerated under any circumstances and in certain circumstances may constitute a criminal offence. Failure to comply with this rule will be considered as gross misconduct.

Beware of viruses and always scan before opening or sending attachments or immediately on receipt of any software or data sources received from an external source. Although software tools are in place to scan all emails for viruses upon entry to the email system, users are required to take all reasonable steps to guard against viruses being introduced into the Friends of Cathja computer system or the systems of third parties. Intentional introduction of viruses is a criminal offence under the Computer Misuse Act 1990.

#### **Password General Good Practice**

Passwords are an important aspect of computer security. They are the front line of protection for user accounts. A poorly chosen password may result in the compromise of the Friends of Cathja network. As such, all Friends of Cathja employees (including contractors and vendors with access to the Organisation's systems) are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords.

Do not use the "Remember Password" feature of applications

Do not write passwords down and store them anywhere in your office.

Do not store passwords in a file on ANY computer system (including Palm Pilots or similar devices) without encryption.

Change passwords at least once every six months (except system-level passwords which should be changed quarterly). The recommended change interval is every four months.

Strong passwords have the following characteristics:

→ Contain both upper and lower case characters (e.g., a-z, A-Z)

→ Have digits and punctuation characters as well as letters e.g., 0-9! @ # \$ % ^ & \* ( ) \_ + | ~

→ Are not based on personal information, names of family, etc.

#### **Email Disclaimer**

All staff emails, whether part time, full time, contract or permanent, will place the email disclaimer displayed below, automatically at the bottom of all their emails, using the Signature function in Outlook.

This e-mail may contain confidential information and/or copyright material. It is intended for the use of the addressee only. Any unauthorised use may be unlawful. If you have received it in error, please delete it from your system, do not use or disclose the information in any way and I would be grateful if you would notify me.

Please note that neither **Friends of Cathja** nor the sender accepts any responsibility for viruses and it is your responsibility to scan the email and attachments (if any).

The contents of this message may contain personal views which are not the views of **Friends of Cathja**, unless specifically stated.

## **7. Software Access Procedure**

Software needed, in addition to the Microsoft Office suite of products, must be authorised by the Project Director and downloaded by the IT department or designated IT Administrator. If you need access to software, not currently on the **Friends of Cathja** network, send an email to Project Director stating business justification for application request and consult with the IT Administrator or IT department.

## **9. Mobile Phone**

Staff allocated a mobile phone are responsible for its security and usage.

Loss of these devices should be reported immediately to the Project Director.

All call usage may be monitored, and reviewed by the Project Director. Excessive calls may be investigated and staff will need to justify the calls.

Employees are expected to manage voicemail boxes themselves.

It is good practice to respond to and delete messages immediately.

Use of Mobile devices abroad must be authorised by the Project Director.

You may not use your mobile phone or similar device to receive or place calls, text messages, surf the Internet, check phone messages, or receive or respond to email while driving if you are in any way doing activities that are related to your employment.

On resignation or termination of employment, or at any time on request, the employee may be asked to produce the phone for return or inspection.

## **8. Monitoring**

Friends of Cathja reserves the right to monitor, at any time, all Internet usage, including Internet browser history files, storage of temporary Internet files and any downloads from an Internet site and emails, including deleted emails, and the systems upon which such emails are stored and circulated and all call usage. This right is reserved solely for the purpose of monitoring Internet usage, all calls or communications where there is a reasonable suspicion that the content or usage breaches Friends of Cathja policy.

We reserve the right to inspect any and all files stored in private areas of our network in order to assure compliance with policy and to request at any time, the production of a company mobile phone for inspection or return.

## **10. Policy Non Compliance**

Any employee found to have violated this policy may be subject to legal or disciplinary action, according to applicable law or departmental policy.

## **Employee Declaration**

I hereby acknowledge that I have read and understand the Internet, Mobile and IT Policy of Westminster Befriend a Family. I agree to abide by these policies and ensure that persons working under my supervision abide by these policies. I understand that if I violate such rules, I may face legal or disciplinary action according to applicable law or departmental policy.

I hereby agree to indemnify and hold Westminster Befriend a Family and its officers, trustees, employees, and agents harmless for any loss, damage, expense or liability resulting from any claim, action or demand arising out of or related to my use of and those under my supervision's use of Westminster Befriend a Family -owned computer resources, network and communications, including reasonable legal fees.

**Name (printed):** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_