

POLICY STATEMENT

This policy outlines the company's protocols and standards on the use of Internet and e-mail on company systems or equipment or when using the company name for communications.

GLOSSARY OF TERMS

CROSS REFERENCES and other RESOURCE MATERIAL

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Policy

This policy outlines the company protocols and standards on the use of Internet and e-mail on company systems or equipment, or when the company name is being used.

The company provides Internet and e-mail access to employees whose work will benefit from such access. Internet and e-mail are provided as business tools to assist staff in providing products and services on behalf of the company. Users of the Internet and e-mail are expected to manage the use of these tools in a professional manner following the same standards of conduct as would be expected in normal business.

Where it is the company's view that there has been inappropriate use of the Internet or e-mail on company systems or equipment, the company may suspend Internet and/or e-mail access and/or take disciplinary action, which may include summary employment dismissal.

Background

This policy provides a guide for what is acceptable and unacceptable behaviour, which must be complied with.

All data stored on the company's systems is the property of the company and it reserves the right, at any time, to access and disclose such data as it sees fit. This includes any e-mail stored on the company's systems together with details of employee Internet and e-mail use.

The use of computer systems owned by the company is restricted to employees authorised to have access to those systems.

Internet and e-mail use may expose the company and employees to potential risk in terms of breaches of legal obligations. These include but are not limited to: privacy laws, copyrights, trade secrets, defamation and intellectual property rights. Employees are expected to respect these rights and legal obligations at all times, and seek expert assistance if in any doubt.

All e-mail and Internet material in the company's systems or sent in the name of the company is discoverable in court proceedings.

Guidance

E-mail and the Internet enable access to a vast variety of information, some of which the company views as unacceptable. Employees are expected to use normal judgement in determining the acceptability of all information sent and received on company systems or where the name of the company may be seen to be used.

All e-mail and Internet use on company systems is recorded, and may be accessed and disclosed by the company at any time. The company reserves the right to carry out

random audits of Internet and e-mail use in order to detect any abuse. Inappropriate use of e-mail or the Internet may result in cancellation of the service and/or disciplinary action, which may include summary expulsion.

Specifically, the company views creating, accessing, down loading, storing and/or circulation of pornographic material, or any other material which may be viewed as offensive, discriminatory, illegal or intended to annoy, harass or intimidate others, as unacceptable.

Other practices the company views as unacceptable include (but are not limited to):

- Distributing defamatory, fraudulent, harassing, or otherwise illegal or unlawful messages.
- E-mails that contain material that is considered discriminatory or offensive under Human Rights or other relevant legislation.
- Distribution of unacceptable messages, eg: indecent pictures, racial slurs, obscenities or any message that would not normally be acceptable on a paper file.
- Sending e-mail from another user's e-mail address, or impersonating another user.
- Removal of hard copy printed messages from company systems.

Security of messages containing confidential company information sent via e-mail cannot be guaranteed, and medical sensitivity/risk of the material must be carefully considered before using e-mail.

Division Internet Website

The company maintains a website on the Internet. Copyright on all web page content belongs to the company or its licensors. All web pages will include the approved disclaimer.

Further details on the general use of the Internet and e-mail can be found in the Internet and E-mail General Use Guidelines that form part of this policy.

Internet & E-mail – General Use Guidelines

The following guidelines relate to the use of Internet and electronic mail using company equipment, systems or network. They should be read in conjunction with the company Internet and e-mail policy.

INTERNET**Intended Primary Uses**

The Internet is a valuable work tool, and where access is provided, the company intends that it be used to its fullest potential.

Primary examples of the type of work the Internet may be used for include:

- research
- discovering and targeting markets
- connecting to resources that provide information relating to career and educational opportunities

Internet Filtering

All Internet access is monitored automatically and Web filtering software operates to block access to specific categories of material considered offensive or inappropriate, and which are therefore unacceptable. Categories which may be blocked include (but are not limited to):

- Activist
- Sexual content
- Illegal drugs
- Hate Speech
- Criminal skills
- On-line gambling
- On-line games
- Dating & Introduction service
- Adult Entertainment
- Hacking, Pornography, Sexuality
- Personal pages & personal advertising

Internet Disclaimer

All company web pages must include the following disclaimer:

"The materials contained in the publicly accessible pages of this website are provided for general information purposes only. Any publications included in these pages is provided as a summary of the subject covered and no one should rely on any information contained in such publication without first seeking advice. The company accepts no responsibility for any reliance on such information. If you have any questions on issues covered by these publications please contact our offices."

E-MAIL**E-mail Management**

The company operates e-mail management software. This software is designed to monitor and restrict both inbound and outbound e-mail use, within defined boundaries.

Etiquette

The following guidelines are to be observed when using e-mail:

- Avoid offensive or inflammatory speech, for example, this includes responding to an e-mail in an angry, or annoyed manner, or excessive use of exclamation and question marks.
- Be concise. Attach a document where the message is longer than 2 screens.
- E-mail messages should be subject to the same quality controls as hard copy correspondence, and the spell check facility should be used.
- All e-mail sent via the company's network may be seen as being sent on behalf of the company and must be fit for general publication.

Remote Users

Users with access to e-mail from locations off company premises are required to:

- Ensure the security of the system at all times, and to protect all passwords.
- Secure the location of company owned equipment (eg: PC's).

Down loading procedures (Internet and e-mail)

Down loading material from the Internet or via e-mail poses a serious risk of virus infection with the potential to corrupt the company's computer network. In order to minimise that risk, the following procedures must be followed:

- Employees must ensure that any software to be down loaded is compatible with company systems and hardware.
- Employees must ensure that all software is validly licensed to the company.
- Employees should note that down loading material may infringe copyright or other intellectual property rights of third parties. It is the user's responsibility to confirm downloading is necessary and lawful in each case.

Misuse of Internet & E-mail

Inappropriate use of Internet or e-mail, as outlined in the company Internet and e-mail Policy and these guidelines, will be taken seriously, and, in some circumstances, may result in disciplinary action against the employee/s concerned, including summary employment dismissal.