



Email, Internet and Social Media Usage Policy

Policy

Mobitech Lift Trucks encourages its employees to use email and the internet at work where this can save time and expense. Employees must take care not to introduce viruses on to the system and must take proper account of the security advice below. Employees must also ensure that they do not send libellous statements in emails as the Company could be liable for damages.

This policy is designed to minimise the legal risks to the Company when its employees use email at work, access the internet. Where something is not specifically covered in this policy, employees should seek advice and clarification from Andrew Barker.

Scope

The procedure applies to all employees regardless of length of service. The policy does not form part of your contract of employment and we may amend it at any time.

Personal use of Internet, Email, Social Media or Telephone Systems

Mobitech Lift Trucks does not permit any personal use of its internet, e-mail, social media or telephone systems to send personal e-mail, browse the web or make personal telephone calls. Any personal use will be subject to the Company's disciplinary procedure, which may be deemed gross misconduct resulting in dismissal from employment.

Monitoring of use of systems

Mobitech Lift Trucks systems provide the capability to monitor telephone, email, voicemail, web and other communications traffic. For business reasons, and in order to perform various legal obligations in connection with our role as an employer, use of our systems including the telephone and computer systems, and any personal use of them on the Company's equipment, is continually monitored. Monitoring will only be carried out to the extent permitted or required by law and as necessary and justifiable for business purposes.

Use of email

Emails that employees intend to send should be checked carefully. Email should be treated like any other form of written communication and, as such, what is normally regarded as unacceptable in a letter is equally unacceptable in an email communication.

The use of email to send or forward messages which are defamatory, obscene or otherwise inappropriate will be treated as misconduct under the appropriate disciplinary procedure. In serious cases this could be regarded as gross misconduct and lead to dismissal.

Equally, if an employee receives an obscene or defamatory email, whether unwittingly or otherwise and from whatever source, he/she should not forward it to any other address.

Statements to avoid in emails include those criticising the Company's competitors or their staff, those stating that there are quality problems with goods or services of suppliers or customers, and those stating that anyone is incompetent.

Employees should exercise care not to copy emails automatically to all those copied in to the original message to which they are replying. Doing so may result in disclosure of confidential information to the wrong person.

Employees should not attach any files that may contain a virus to emails, as the Company could be liable to the recipient for loss suffered. The Company has virus-checking in place but, if in doubt, employees should check with their line manager.

Employees should exercise extreme care when receiving emails with attachments from third parties, particularly unidentified third parties, as these may contain viruses. If you do not recognise the sender's name or message description, please delete message.

Use of internet

Where employees are allowed access to the internet at work they are expected to use it sensibly and in such a manner that it does not interfere with the efficient running of the organisation.

Employees may be called upon to justify the amount of time they have spent on the internet or the sites that they have visited.

The organisation reserves the right to deny internet access to any employee at work, although in such a case it will endeavour to give reasons for doing so.

Workers should not access any web page or any files (whether documents, images or other) downloaded from the web which, on the widest meaning of those terms, could be regarded as illegal, offensive, in bad taste or immoral. While content may be legal in the UK, it may be in sufficient bad taste to fall within this prohibition. As a general rule, if any person within **Mobitech Lift Trucks** (whether intended to view the page or not) might be offended by the contents of a page, or if the fact that **Mobitech Lift Trucks** software has accessed the page or file might be a source of embarrassment if made public, then viewing it will be a breach of this policy.

Inappropriate use of equipment and systems

Access is granted to the web, telephones and to other electronic systems, for legitimate business purposes only. Misuse, inappropriate use or abuse of any of the Company's systems in breach of this policy will be dealt with in accordance with our disciplinary procedure. Misuse of the internet can, in certain circumstances, constitute a criminal offence. In particular, misuse of the e-mail system or inappropriate use of the internet by viewing, accessing, transmitting or downloading any of the following material, or using any of the following facilities, will amount to gross misconduct (this list is not exhaustive):

- Pornographic material (that is, writings, pictures, films, video clips of a sexually explicit or arousing nature)
- Offensive, obscene, or criminal material or material which is liable to cause embarrassment to **Mobitech Lift Trucks** or to its clients
- A false and defamatory statement about any person or organisation
- Material which is discriminatory, offensive, derogatory or may cause embarrassment to others
- Confidential information about Mobitech Lift Trucks and any of its staff or clients
- Any other statement which is likely to create any liability (whether criminal or civil, and whether for you or **Mobitech Lift Trucks**)
- Material in breach of copyright
- Online gambling
- Chain letters/correspondence.

Any such action will be treated very seriously and is likely to result in summary dismissal. Where evidence of misuse is found the Company may undertake a more detailed investigation in accordance with our disciplinary procedure, involving the examination and disclosure of monitoring records to those nominated to undertake the investigation and any witnesses or managers involved in the disciplinary procedure. If necessary such information may be handed to the police in connection with a criminal investigation.

Registering on websites

Many sites that could be useful for the Company require registration. Employees wishing to register as a user of a website for work purposes are encouraged to do so. However, they should ask their manager before doing this, in case multiple users incur unnecessary cost, or where the website may be viewed as inappropriate or unreliable by the Company.

Use of social networking in work time

The Company understands that employees may wish to use their own personal devices, to access social media websites while they are at work. Employees must limit their use of social media on their own equipment to their official rest breaks.

Personal conduct

The company respects an employee's right to a private life, however, **Mobitech Lift Trucks** must also ensure that confidentiality and its reputation are protected. It therefore requires employees who are using social networking websites in their personal time to:

- Mention the company name that they work for, but must never make negative comments about their working day, general working practices or about their colleagues, customers, suppliers or anyone else they may come into contact with during their working time
- Ensure that they do not conduct themselves in a way that is detrimental to the company
- Take care not to allow their interaction on these websites to damage working relationships between members of staff and clients of **Mobitech Lift Trucks**
- Bring the Company into disrepute, for example by:
 - Criticising or arguing with customers, colleagues or competitors
 - Making defamatory comments about individuals or other companies or groups
 - Posting images that are inappropriate or links to inappropriate content
- Breach confidentiality, for example by:
 - Revealing trade secrets or information owned by **Mobitech Lift Trucks**
 - Giving away confidential information about an individual (such as a colleague or customer contact) or organisation (such as a competitor)
 - Discussing the organisation's internal workings (such as deals that it is doing with a customer/client or its future business plans that have not been communicated to the public)
- Post, forward on or comment on anything that could be considered discriminatory, bullying or harassment of any individual, for example by:
 - making offensive or derogatory comments
 - using social media to bully another individual, such as an employee
 - posting images that are discriminatory or offensive [or links to such content].

Security and identity theft

Employees should be aware that social networking websites are a public forum, particularly if the employee is part of a 'network'. Employees should not assume that their entries on any website will remain private.

Employees must be security conscious and should take steps to protect themselves from identity theft, for example by restricting the amount of personal information that they give out. Social networking websites allow people to post detailed personal information such as date of birth, place of birth and favourite football team, which can form the basis of security questions and passwords. In addition, employees should:

- Ensure that no information is made available that could provide a person with unauthorised access to the company and/or any confidential information
- Refrain from recording any confidential information regarding **Mobitech Lift Trucks** on any social networking website.