

INTERNET, INTRANET, AND EMAIL POLICY

PURPOSE: Care Staffing Professionals is committed to protecting the privacy, safety, cyber footprint of all employees, clients, and the general public in and out of our workplace. Care Staffing Professionals understands effective use of the internet and email can bring significant benefits to the company and its operations. However, unregulated use of technology can cause serious issues, such as employees:

- wasting work hours surfing the internet;
- sending personal emails;
- placing unnecessary burdens on electronic systems with large attachments;
- exposing the IT system to cyber threats (e.g. viruses, phishing emails, etc.);
- sharing sensitive business information externally without authorization; and
- breaching data privacy laws and regulations

SCOPE: This policy applies to all Care Staffing Professionals employees when using the internet, electronic mail, or the intranet provided by Care Staffing Professionals and on behalf of Care Staffing Professionals.

POLICY STATEMENT: Every employee has a responsibility to maintain the company's image, to use these electronic resources in a productive manner and to avoid placing Care Staffing Professionals at risk of legal liability based on their use. System users are expected to be responsible, considerate and ethical in using company systems, to protect valuable company information and to exercise prudent judgement. Misuse of company systems may result in restriction or termination of access privileges and other disciplinary action, up to and including termination.

Use of Email

All messages distributed via the company's email system, even personal emails, are Care Staffing Professionals' property. You must have no expectation of privacy in anything that you create, store, send or receive on the company's email system.

Your emails can be monitored without prior notification if Care Staffing Professionals deems this necessary. If there is evidence that you are not adhering to the guidelines set out in this policy, the company reserves the right to take disciplinary action, including termination and/or legal action.

Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature email seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of email:

1. An email message may go to persons other than the intended recipient. If it contains confidential or commercially sensitive this could be damaging to Care Staffing Professionals.
2. Letters, files and other documents attached to emails may belong to others. By forwarding this information, without permission from the sender, to another recipient you may be liable for copyright infringement.
3. Email is a fast form of communication. Often messages are written and sent simultaneously, without the opportunity to check for accuracy. If you send emails with any libelous, defamatory, offensive, racist or obscene remarks, you and Care Staffing Professionals can be held liable.
4. An email message may legally bind Care Staffing Professionals contractually in certain instances without the proper authority being obtained internally.
5. Email messages can carry computer viruses. If you send an attachment that contains a virus, you and Care Staffing Professionals can be held liable. By opening emails and attachments from an unknown sender you may introduce a virus into Care Staffing Professionals' computer operations generally.
6. All personal data contained in emails may be accessible under Data Protection legislation and, furthermore, a substantial portion of emails to Government and other public bodies may be accessible under Freedom of Information legislation. Email should always be regarded as potentially public information, which carry a heightened risk of legal liability for the sender, the recipient, and the organizations for which they work.

Rules for email use

Care Staffing Professionals considers email as an important means of communication and recognizes the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service. Users should take the same care in drafting an email as they would for any other communication. Therefore, Care Staffing Professionals wishes users to adhere to the following rules:

1. Care Staffing Professionals' name is included in the heading carried with every message sent by a Care Staffing Professionals staff member. Emails reflect on Care Staffing Professionals' image and reputation. Therefore, email messages must be appropriate and professional.
2. It is strictly forbidden to use Care Staffing Professionals' email system for anything other than legitimate business purposes. Therefore, the sending of personal emails, chain letters, junk mail, and jokes is prohibited. All messages distributed via the company's email system are Care Staffing Professionals' property.
3. All emails will carry a disclaimer stating that the email is intended only for Care Staffing Professionals use and if used for any other purpose a named person should be contacted immediately within Care Staffing Professionals.
4. Particular care should be taken when sending confidential or commercially sensitive information. If in doubt, please consult your supervisor.

5. Company confidential messages should be distributed to personnel only. Forwarding to locations outside is prohibited.
6. Great care must be taken when attaching documents or files to an email. Letters, files and other documents attached to emails may belong to others. By forwarding this information, without permission from the sender, to another recipient you may be liable for copyright infringement. Again, if in doubt, please consult your supervisor.
7. Only send emails of which the content could be displayed on a public notice board. If emails cannot be displayed publicly in their current state, consider rephrasing them, using other means of communication, or protecting information by using a password.
8. Subscription to electronic services or other contracts on behalf of Care Staffing Professionals is prohibited unless you have the express authority from an authorized member of staff to do so.
9. If you receive any offensive, unpleasant, harassing or intimidating messages via email or intranet you are requested to inform your Supervisor or the IT Personnel immediately. It is important that we trace such emails as quickly as possible.
10. A hard copy of any important or potentially contentious communication which you have received via email should be printed and filed appropriately (e.g. confirmation of order, etc.). Where important to do so you should obtain confirmation that the recipient has received your email.
11. Documents prepared by Care Staffing Professionals for customers and clients may be attached via the email however information received from a customer or client may not be issued without prior consent of the original sender. If in doubt consult your supervisor.
12. Users must spell check all electronic mails prior to transmission.
13. Care Staffing Professionals reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received or sent over the electronic mail system for any purpose. All computer pass codes must be provided to Operations Division. No pass code may be used that is unknown to the company.

Notwithstanding the company's right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any email messages that are not sent to them. Any exception to this policy must receive prior approval from Operations Division. However, the confidentiality of any message should not be assumed. Even when a message is erased it is still possible to retrieve and read that message. If any breach of our email policy is observed, then disciplinary action up to and including dismissal or termination may be taken.

Internet Rules

1. Care Staffing Professionals' Internet connections are intended for activities that either support Care Staffing Professionals business or the professional development of employees. Web surfing unrelated to these activities is strictly forbidden. Staff members whom in the opinion of management have abused this will be subject to disciplinary sanction.

2. General Internet access will only be provided to authorized personnel. Authorized personnel will be issued with appropriate passwords and those passwords should not be divulged to any other person at any other stage. Authorized personnel will have responsibility for Internet access under their password and hence will also have responsibility for illicit use of that password with or without their consent.
3. Internet usage will be monitored on a systematic basis by the company.
4. To prevent computer viruses being transmitted through the system there should be no unauthorized downloading of any software. All software downloads will be done through the IT Personnel or authorized manager.
5. You may not download or use material from the Internet or elsewhere in violation of software licenses or the copyright trademark and patent laws. You may not install or use any software obtained over the Internet without written permission from the Systems Administrator or authorized manager.
6. To access, download or transmit any indecent, obscene, pornographic, racist, defamatory or other inappropriate material as well as the circulation of such materials will be a dismissible offence or cause for termination. This rule will be strictly enforced and is viewed as extremely serious with potential criminal liabilities arising therefrom. Law enforcement or other appropriate authority will be informed where appropriate.

If you observe or learn about a violation of this policy, you must report it immediately to your supervisor or to the Systems Administrator.

Use of company Internet access facilities to commit infractions such as misuse of company assets or resources, sexual harassment, unauthorized public speaking and misappropriation or theft of intellectual property are also prohibited by general company policy, and will be sanctioned under the relevant provisions of the terms and conditions of employment.

Internet Links

- Care Staffing Professionals Client Relations Management (<http://www.carestaffingprofessionals.com>)
- Care Staffing Professionals HR Management System (<http://www.carestaffingprofessionals.com>)

Additional Resources

Also see:

- EPP 3 – Harassment
- EPP 10 – Bring Your Own Device (BYOD)
- EPP 18 – Use of Social Media
- Code of Business Ethics