

Electronic and Tele- communications Policy

We will provide this policy on request at no cost, in large print, in Braille, on tape or in another non-written format.

Introduction:

It is Wheatley Care's intent as far as possible to provide computer systems exclusively to assist employees in their job along with basic network connected email and Internet facilities for the use of employees and committee members.

The primary purpose of such access is to encourage greater business efficiency and to enhance knowledge, learning and communication opportunities for the organisation as a whole and for our employees as individuals.

Use of Computer Systems

Any employee given access to a computer is responsible for the security of their terminal and must not allow the terminal to be used by an unauthorised person and must not download any unauthorised software. Those with individual passwords should keep their personal log-ons and password confidential and change their password on a regular basis. Where Services use passwords that are shared by the whole team these should still be kept confidential and changed on a regular basis.

Guidelines:

1. The email and Internet systems are for use on matters directly concerned with the business of the organisation. Occasional and incidental social communications using email and the Internet is allowed as long as this does not interfere with the performance of expected duties. Any such use is restricted to during the employees break time.
2. Electronic mail services will be granted to users based upon individual/project business needs and upon the employee's acceptance of the Electronic and Telecommunications Policy.
3. Policies and procedures that apply to other forms of communication in the organisation also apply to electronic mail.
4. Wheatley Care will not monitor the contents of mail messages as a routine procedure, but we do reserve the right to inspect, copy, store and disclose the contents of electronic mail messages at any time. We will only do so when we believe it is appropriate to prevent or correct improper use, satisfy a legal obligation or ensure proper operation of the electronic mail facilities.
5. Access to email and the Internet via the organisations resources will not be available outwith working hours except where prior permission has been sought and granted by an employees' line managers.
6. Failure to follow the authorised use or unauthorised use guidelines can result in

disciplinary action being taken against the employee concerned which may include limiting or eliminating electronic mail privileges.

7. Electronic correspondence is not like participating in a telephone conversation; all electronic correspondence can be recorded, stored indefinitely and turned in to hard copy. Electronic correspondence, however damaging and confidential, may have to be disclosed in Court proceedings involving the organisation or any investigations by relevant regulatory authorities such as the Health & Safety Executive, Information Commissioner (Data Protection), SSSC, Care Commission etc.
8. Email should not be used as a substitute for face-to-face communication and consideration should be given to how hasty messages, sent without proper consideration, can cause unnecessary misunderstandings. In all forms of communications, you should be polite and use appropriate language at all times.
9. Employees have the right to raise a grievance through the organisations Grievance Procedure or the Dignity at Work Policy if they receive offensive email or text or have concerns over a colleague's general use of the Internet/email.
10. Each email message sent to an external contact, out with the global address list will have a general disclaimer message attached
11. Ensure that you request a confirmation message when sending important messages.
12. Take care to ensure that the recipients of your emails are the intended recipients.
13. Exercise caution when downloading large files as this can take a long time and could degrade network performance.
14. Ensure that you switch your computer off at the end of the day or if you are leaving your work station for a prolonged period.

Unauthorised Use of Equipment:

When accessing or using the equipment Wheatley Care will not tolerate any of the following:

- Corruption of any data held within the equipment
- Tampering with, damaging or any act which may in any way affect the output or performance of the equipment
- Using the equipment to send, receive, distribute or store materials that are (in the view of the organisation) offensive, abusive, indecent, obscene, sexually

- explicit, pornographic or menacing
- Disclose to any other person any confidential information which may be stored on the equipment, disclose any password protections or allow access to your computer by any other person (including unauthorised members of staff)
- Use the equipment for playing games or any other purpose other than legitimate work for the organisation (other than reasonable personal use of email and internet access as described within the guidelines on page 1, point 1)
- Building, altering or accessing any personal home page sites.

Authorised Use of Electronic Communication:

Employees using computer systems, email and the Internet should give particular attention to the following points.

1. The style and content of an email message must be consistent with the standards expected in written communications.
2. Email messages should only be sent to colleagues and business associates for whom they are particularly relevant.
3. Access to the Internet is provided as a business tool and employees are authorised to visit only those sites related to the performance of their job. Please refer to the guidelines on page 1, point 1, with regard to occasional and incidental social communications

Unauthorised use of Email/Internet

The organisation will not tolerate the use of the email or Internet system for any of the following:

- Any message that would constitute bullying or harassment on the grounds of race, sex, disability, religion, belief, sexual orientation, age, gender reassignment
- Personal use in excess of what is stated in the guidelines on page 1, point 1
- Online gambling, selling, purchasing, chain mail, social networking sites
- Accessing, downloading or possessing any material that's contents are illegal or unacceptable (in the view of the organisation) or of a pornographic or sexually explicit nature.
- Downloading or distributing copyright information and/or any software
- Posting confidential information about other employees, the company, its service users, customers or suppliers.
- Sending email containing negligent mis-statements or binding the organisation in other ways.
- Commercial, private business or political purposes or use for personal gain
- Viewing or downloading purely entertainment sites or material where there is no

benefit to the organisation in terms of its learning, communication or service aims.

Copyright Materials and Proprietary Information

Under no circumstances should the organisation's electronic system be used to transmit, receive, store or distribute information protected by copyright laws or material that may be considered offensive in any way or which is otherwise unlawful, including commercial software, music or pictures etc.

Although material may be available "free" on the Internet, you do not have the legal right to copy or download it onto your computer. Copyright law also protects software loaded onto the organisations computer systems. Copying of the organisations licensed software for personal use is forbidden and breaching these rules may result in disciplinary action being taken against the employee.

Do not transmit proprietary, confidential, secret material or information on the organisation over any public computer system (includes email) unless and you have the authority to do so from your line manager.

No client related information or confidential information of any kind regarding third parties is to be sent internally or externally unless the customer or third party has specifically agreed in advance.

Entering into Contracts

You must not in your capacity as an employee, without appropriate authority from the organisation, enter into any contracts or subscribe for, order, purchase, sell or advertise for sale any goods or services via email (external or internal) or the Internet.

Contracts that bind the organisation can potentially be entered into via email communication or over the Internet. Employees must take care when communicating (to ensure that they are not unwittingly binding the organisation) and when negotiating and entering into an agreement via electronic correspondence. If any employee intends to commit the organisation to any obligation or liability, the electronic correspondence should be subject to the same policy regarding supervision and review as with any other written correspondence. Where you are unclear at any time about whether an e-mail or other communication might commit the organisation to any obligation or liability, please consult your Line Manager.

TELECOMMUNICATIONS

Wheatley Care reserves the right to monitor business communications and employee's use of the organisation's telecommunications equipment.

Contract Mobile Phones

A contract mobile phone will be provided to employees if required for use in connection with Wheatley Care business. This phone is for use for work related practices only, during working hours. The employee is responsible for the phone and must not pass it onto anyone else for their use.

Wheatley Care understands that during work hours you may have to make some essential personal calls, but excessive use of the mobile phone for personal calls during work time is prohibited. Also prohibited are lengthy calls, casual chats, emailing and calls to premium rate numbers. Excessive time spent on personal telephone calls constitutes an unauthorised use of the Wheatley Care's time and money.

The phone is operated on a monthly contract and Wheatley Care receives an itemised monthly list of all calls made on the mobile phone from the service provider. This list provides details of the number of calls, the length of calls, the cost of calls and the numbers dialled.

Excessive use of the mobile phone unrelated to the Wheatley Care business (as evidenced by the itemised list) will constitute a disciplinary offence and will be dealt with under Wheatley Care's disciplinary procedures.

Contract Mobile Phone for Personal Use

While the organisation will pay the monthly line rental for the mobile phone given to employees, you are required to pay for any charges relating to personal use.

If you wish a second phone for personal use you are required to contact and organise this direct with the service provider.

Loss and Return of Contract Mobile Phones

When an employee is issued with a contract mobile phone, the employee will be made aware of the value of the phone.

The employee who received the contract mobile phone is responsible for it and is required to repay to the organisation the cost of the mobile phone and any remaining call credit, where applicable, if it is lost, stolen or damaged due to the employee's negligence e.g. dropped, stood on, water damaged, screen cracked etc.

All contract mobile phones that are faulty or damaged must be personally brought into head office for the attention of the Care Administrator by either the employee responsible for the mobile or another employee at the service and a full description provided of the fault or damage using the attached Fault/Replacement Mobile proforma.

If the contract mobile phone is lost, stolen or damaged the employee responsible for the phone must contact the service provider within 24 hours and provide them with a full description of how and where the phone was lost or stolen or how the phone was damaged. Lost or stolen phones must be reported to the police by the employee, ensuring that they receive an incident number which they must give to the service provider. The employee should also notify their Service Manager within 24 hours of the phone being lost, stolen or damaged and the Service Manager is responsible for contacting the Care Administrator to confirm if a replacement handset is required.

Employees must never swap sim cards or batteries with mobile phones that are faulty or damaged as this affects successful tracking of the mobile phone from Head Office.

Wheatley Care reserves the right to require you to return your mobile phone at any time during your employment.

On the termination of your employment, you must return your phone immediately or advise your line manager as to why you have not returned it. Failure to do so authorises Wheatley Care to withhold any outstanding salary due to you up to the value of the phone, including any remaining call credit, where applicable.

Transferring to Another Service

All employees who are in possession of a contract phone and are transferring to another service should not take the mobile phone with them to the new service but the mobile phone should remain at the service. Other arrangements which require to be made should be discussed with the Service Manager and the Care Administrator for tracking purposes.

Pay As You Go Mobile Phones

Pay-as-you-go mobile phones (safety phones) are provided at service level to enhance our health and safety procedures. Some services are provided with contract mobile phones (safety phones) instead of pay-as-you-go mobile phones.

It is the responsibility of the service to allocate pay-as-you-go phones daily to employees and the responsibility of the employee allocated the phone to return it at the end of their shift.

Any faults or losses with pay-as you-go mobile phones are dealt with at service project level.

Wheatley Care provides the credit for these phones and it is the responsibility of every employee at the service to ensure these phones are kept in credit.

The use of these phones is for work related practices only, personal calls, are prohibited and will constitute a breach of the Electronic and Telecommunications

Policy and will be dealt with under the disciplinary procedure.

Mobile Phone Use Whilst Driving

Employees are not permitted at any time to use a mobile phone or a hands-free mobile phone whilst driving and may not use it:

If an employee is driving alone, the voicemail should be switched on. If an employee is on-call, they should pull over prior to answering any calls and under no circumstance must they answer any calls whilst driving, as Wheatley Care can also be prosecuted.

Personal Mobile Phone

Employees must not use their personal mobile phone as a point of contact when out with a service user.

Employees are not permitted to make use of their personal mobile phones during working hours, unless they have prior agreement from their line manager. Wheatley Care understands that employees may receive personal incoming emergency calls from time to time.

The use of personal camera phones for taking pictures or video in the workplace is not authorised unless prior agreement is received from the individual.

Landline Phones

All services and head office employees are provided with a landline phone by Wheatley Care

The use of Wheatley Care landline phones is for work related practices only, receiving and making personal calls is prohibited unless you have prior agreement from your line manager.

Any faults or damage to the phone must be reported immediately to your line manager.

Fault / Replacement Mobile

Service / Head Office:	
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Staff Member:	
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Date:	
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Mobile No:	
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Sim Card No:	
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IMEI No:	
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To find the IMEI No. remove back and battery from mobile and it's the long number listed on the label inside

Details of Fault:	
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Has the mobile been dropped or damaged?

Yes No *Please delete as appropriate*

If so, please give full details of incident:	
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Service / Line Manager Signature:	
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If a mobile is lost / stolen, please contact Service Manager or Administrator immediately. Should this happen out with office hours please contact BT on 01142021027 and report to the Administrator the next working day.

Administrator to complete:

Date received mobile:		Staff member who delivered:	
Does Mobile No, Sim & IMEI No. match records:		Any issues with numbers:	
Date Contacted BT:		Outcome:	
Date new equipment received:		Date contacted service:	
Date collected:		Staff member who collected:	