

## E-MAIL CODE OF CONDUCT

The arrival and installation of network and connectivity technologies enable us to use e-mail. However, e-mail could lead to poorer communication if it is abused and misapplied.

This document sets out our e-mail code of conduct so that any employee who:-

- Uses e-mail technology on our behalf;
- Uses the technology on hardware, software we provide;
- Uses the technology to communicate information about us, our customers and/or suppliers;
- Uses the technology to communicate any information that has been gained from us.

The employee does so in accordance with this code of conduct.

Failure to do so will lead to disciplinary action, which could result in summary dismissal for gross misconduct.

Our objective for installing e-mail is to provide an improved channel of communications with our customers and therefore improving customer satisfaction.

E-mail is a business tool we can use for improving customer satisfaction and must be treated as such.

Caution must be taken when using e-mail as it is easy to send. BUT once the send command has been given, the message cannot be stopped.

E-mail is not a substitute for face to face, or even telephone communication. The human being uses many techniques during face-to-face communication (e.g. body language, facial expression, tone, pitch, etc.) that cannot be employed within an electronic message. Care must be taken in the construction of an e-mail message so that its contents cannot be misinterpreted. Bullying, harassment or abuse of others through the use of e-mail is forbidden. This includes sending information that insults or harasses others with respect to the sex, race, age, disability or religion.

### **It is forbidden to:-**

- Access or distribute pornography;
- Engage in on-line gambling;
- Take part in electronic chain letters;
- Download or distribute copyright information;
- Download, open or distribute unauthorised software;
- Post confidential information about us, our customers or suppliers without authorisation;
- Use our system for personal purposes, without the prior authority of the CEO.
- Although e-mail provides the capability of sending the same message to many recipients simultaneously, only include the people who need the message. Otherwise junk e-mail is being generated for no reason.
- Deliberate sending of junk e-mail is forbidden.



When replying to an e-mail, make sure that the reply is for the sender only and not original mailing list (unless there is a requirement to do so).

When attaching files to a message, keep them small. E-mail is not the medium to use for very high resolution graphics. In addition, do not attach files that have hidden confidential information (e.g. base cost calculations you may have used to generate a quote). Software exists that can reveal this hidden data.

**Remember: -**

- E-mail can be read by third parties (police can obtain printouts directly from internet service providers without a warrant);
- E-mail can be used in evidence;
- E-mail can create binding contracts.

Make sure that the content of your e-mail is factually correct and non-defamatory.

It is forbidden to send e-mail using a mail client (i.e. software) that has been installed for another employee (i.e. someone else will appear to be the sender) unless authorised to do so. In addition, you must take adequate precautions to prevent this (e.g. ensure that PCs are not left switched on and unattended for long periods of time). An individual's PC may be audited at any time to ensure compliance to this code of conduct.

Should you be subject to harassment or abuse from e-mail at work from another employee, then the matter should be reported through the Grievance Procedure immediately.

**Rotunda Policy Review Record**

<b>Reviewed by:</b>	<b>Approval date:</b>	<b>Review frequency:</b>	<b>Review date:</b>	<b>Signed:</b>
Maxine Ennis	18 <sup>th</sup> January 2024	Annual	18 <sup>th</sup> January 2025	