

IT, INTERNET, EMAIL & SOCIAL MEDIA POLICIES

STEAMRAIL VICTORIA INTERNET USE

The internet is provided by Steamrail Victoria for business use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g. pornographic, gambling. The Board of Directors has the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff need to be aware that some forms of internet conduct may lead to criminal prosecution.

STEAMRAIL VICTORIA EMAIL USE

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn't interfere with or distract from Steamrail Victoria business.. However, management has the right to access incoming and outgoing email messages to check if usage or involvement is excessive or inappropriate.
4. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
5. All emails sent must include the approved business disclaimer.

To protect Steamrail Victoria from the potential effects of the misuse and abuse of email, the following instructions are for all users:

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Steamrail Victoria in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
2. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
4. When using email a person must not pretend to be another person or use another person's computer without permission.
5. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
6. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

This policy also applies to all employees, contractors and sub-contractors, volunteers and members of Steamrail Victoria who:

- have an active profile on any social or business networking site (including, but not limited to LinkedIn, Facebook, MySpace, Bebo, Friendster or Twitter);
- write or maintain a personal or business' blog; and/or
- post comments on public and/or private web-based forums or message boards or any other internet sites.

All employees, contractors and sub-contractors, volunteers and members of Steamrail Victoria will ensure they are familiar with this policy to understand where this policy applies to them.

PROFESSIONAL USE OF SOCIAL MEDIA

Steamrail Victoria expects its employees, contractors and sub-contractors, volunteers and members to maintain a certain standard of behaviour when using Social Media for work or personal purposes.

This policy applies to employees, contractors and sub-contractors, volunteers and members of Steamrail Victoria who contribute to or perform duties such as:

- maintaining a profile page for Steamrail Victoria on any social or business networking site (including, but not limited to LinkedIn, Facebook, MySpace, Bebo, Friendster or Twitter);
- making comments on such networking sites for and on behalf of Steamrail Victoria;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of Steamrail Victoria; and/or
- posting comments for and on behalf of Steamrail Victoria on any public and/or private web-based forums or message boards or other internet sites.

Procedure

No employees, contractors and sub-contractors, volunteers and members of Steamrail Victoria is to engage in Social Media as a representative or on behalf of Steamrail Victoria unless they first obtain Steamrail Victoria's written approval.

If any employees, contractors and sub-contractors, volunteers and members of Steamrail Victoria is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of Steamrail Victoria.

All employees, contractors and sub-contractors, volunteers and members of Steamrail Victoria must ensure they do not communicate any:

- Confidential Information relating to Steamrail Victoria or its clients, business partners or suppliers;
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of Steamrail Victoria without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

Confidential Information includes any information in any form relating to Steamrail Victoria and related bodies, clients or businesses, which is not in the public domain. This includes, but is not limited to information relating to

- Any form of business transactions being undertaken by the organisation that are pending or in planning.
- Board and Sub-Committee meeting content.
- Upcoming tour information still in planning.
- Etc.

PRIVATE/PERSONAL USE OF SOCIAL MEDIA

Procedure

Steamrail Victoria acknowledges its employees, contractors and sub-contractors, volunteers and members have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by Steamrail Victoria. However, inappropriate behaviour on such sites has the potential to cause damage to Steamrail Victoria, as well as its employees, clients, business partners and/or suppliers.

All employees, contractors and sub-contractors, volunteers and members of Steamrail Victoria must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to Steamrail Victoria or its clients, business partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of Steamrail Victoria, or its clients, business partners or suppliers; and/or
- contains any form of Confidential Information relating to Steamrail Victoria, or its clients, business partners or suppliers.

All employees, contractors and sub-contractors, volunteers and members of Steamrail Victoria must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements. Volunteers or Members may have their membership reviewed in the event of a breach of this policy.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of Steamrail Victoria's computer network.

For the purposes of this policy, the following definitions apply:

Social Media includes all internet-based publishing technologies. Most forms of Social Media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or business networking sites (i.e. Facebook, LinkedIn), video and/or photo sharing websites (ie. YouTube, Flickr), business/corporate and personal blogs, micro-blogs (i.e. Twitter), chat rooms and forums and/or Social Media: