



# COMMUNICATIONS & INFORMATION TECHNOLOGY

## POLICY STATEMENT

Eurosafe (the “Company”) Communications and IT systems are valuable business tools and the supporting technology represents a significant investment by the Company. Whilst the systems are for business use, the Company recognises that reasonable personal use is acceptable (and can improve individual competence and confidence in using the systems), subject to the guidelines contained within this policy. If employees are unsure on any aspects of the policy, you should contact your manager. This policy is applicable to all employees.

The Company's e-mail and Internet facilities are business systems. As such, the Company reserves the right to access, review, audit and disclose the contents of all e-mail folders, to track internet use and any other use of the Company's IT systems. The Company reserves the right to monitor systems on an on-going basis and to disclose information stored in or sent using the Company's IT systems.

The policy is to encourage employees to use the Company's IT systems. However, if the actual usage of the systems is not in general accordance with this policy it may be necessary to review the policy.

Please remember that deliberate or negligent failure to follow this policy could lead to disciplinary action being taken against you in accordance with the Disciplinary Procedure. Failure to follow this policy may constitute gross misconduct, which carries a potential penalty of summary dismissal.

## INTERNET USAGE

The Internet is a potentially valuable business resource offering access to research data and other information sources. The Company allows all PC users' unrestricted access to the Internet to encourage the use of this resource on the basis that all employees will do so in a responsible manner. Against this background, limited personal use of the Internet (during lunchtimes and before / after work) is acceptable subject to guidelines below. In cases of doubt, you should contact your manager.

### GUIDELINES

Ordering goods and services or conducting personal on-line transactions over the Internet is not acceptable.

1. Accessing sites that contain defamatory, obscene / pornographic text, messages or images is not permitted.
2. Accessing personal web-based e-mail accounts is not permitted.
3. Registering and subscribing to a non-business related service is not permitted.
4. Downloading applications is prohibited and carries a high risk of introducing viruses in to the Company's IT systems.
5. Streaming media (audio and video) should not be downloaded as this puts a significant drain on IT resources and could adversely affect wider IT systems.

If you feel there is a business reason why any of the above should not apply in your case, please contact your manager.

If you become aware of any unauthorised use of the Internet, you should inform your manager.

## E-MAIL POLICY

The Company provides the e-mail facility as a business communication tool. It

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is the responsibility of the sender to ensure that the contents of any e-mail sent using this system is relevant and appropriate to the recipient.

The Company expects that staff will not use the e-mail system or Internet access to store, display, generate and or pass on to others material whether in text, pictures or any other form which may be regarded as offensive on race, sex, disability or other discriminatory grounds.

For your own protection and that of the Company, you should not use e-mail to distribute or pass-on any material that is actually or potentially defamatory of any person, or company, whether or not connected with the Company. Jokes made at the expense of named, implied or otherwise identifiable others are included within this prohibition.

In particular, the Company will not accept as an excuse for the distribution of offensive material that the employee was not aware that an attached message had been forwarded.

The question of what constitutes offensive material is not one for the sender to determine it is the effect on the recipient that is important.

If you have cause to be away from your desk for any period and wish to avoid any risk of abuse of your system ID, you should log out while absent. Otherwise, the Company must assume in the first instance that any material associated with your ID was generated and or passed on by you.

The Company expects all e-mails to be written in a civil, professional and so far as possible amicable tone. The Company will not tolerate bullying by e-mail. It is the responsibility of the sender to ensure that abrupt, inappropriate and unthinking use of language is not used. The use of obscene language or swear words is prohibited.

As with all other business correspondence e-mails are disclosable in the course of legal proceedings if they are relevant to the issues raised in those proceedings.

If conducting dealings with outside companies or suppliers etc. by e-mail remember that you could inadvertently create a binding contract with that third party. You should only deal with third parties by e-mail if your job requires it. The Company expects figures to be typed in both words and numbers to avoid expensive clerical errors.

Use of the e-mail system to copy and or transmit any documents, software or other information protected by the copyright law is prohibited.

E-mail is one of the most likely points of access of a virus into the Company's computer systems. Attached files and programmes can contain viruses. Under no circumstances should you open an attachment to an e-mail unless you are certain what the attachment is and from whom it has been sent. If in doubt, the e-mail should be forwarded unopened to your manager so that they can check the attachment.

Under no circumstances must an individual access the e-mail of another individual within the Company without the express permission of that individual or the direct sanction of a Director.

## WORKING FROM OTHER LOCATIONS

For the purposes of working from a remote location like your home or other office you should consider that the policies outlined above automatically apply.

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For example if you are accessing the Company's e-mail system from home you should restrict your use to business purposes only just as you would in the office. This allows us to have a consistent approach to the use of our systems irrespective of the mode or location of access.

## TELEPHONE CALLS

Telephones are provided for the use of Company business. Personal telephone calls should only be made using the Company's telephones with authorised permission.

## MOBILE TELEPHONES

If employees are provided with a Company mobile telephone they should only be used for essential business calls. The Company may deduct the cost of personal telephone calls from your salary.

Private mobile telephones should be switched off during normal working hours unless authorised.

## SOCIAL NETWORKING SITES

When logging on to and using social networking and video sharing websites and blogs at any time, including personal use outside the workplace, employees must not without the express permission of the Company:

- publicly identify themselves as working for the Company, make reference to the Company or provide information from which others can ascertain the name of the Company;
- conduct themselves in a way that is detrimental to the Company or brings the Company into disrepute;
- use their work e-mail address when registering on such sites;
- allow their interaction on these websites or blogs to damage working relationships between employees and clients of the Company;
- include personal information about the Company's employees, contractors, suppliers, customers or clients without their express consent (an employee may still be liable even if employees, contractors, suppliers, customers or clients are not expressly named in the websites or blogs as long as the Company reasonably believes they are identifiable);
- make any derogatory, offensive, discriminatory or defamatory comments about the Company, its employees, contractors, suppliers, customers or clients (an employee may still be liable even if the Company, its employees, contractors, suppliers, customers or clients are not expressly named in the websites or blogs as long as the Company reasonably believes they are identifiable);
- make any comments about the Company's employees that could constitute unlawful harassment or bullying; and or
- disclose any trade secrets or confidential information belonging to the Company, its employees, contractors, suppliers, customers or clients or any information which could be used by one or more of the Company's competitors.

Employees who are discovered contravening these rules, whether inside or outside the workplace, may face serious disciplinary action under the Company's disciplinary procedure. Depending on the

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seriousness of the offence, it may amount to gross misconduct and could result in the employee's summary dismissal.

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