

Application: IT User Guide
Status: Published

Subject: **Policies**
Topic: Email & Internet Usage

Title: **Ricoh Email and Internet Usage Policy**

Purpose: Policy statement regarding Ricoh's email and Internet policy.

Purpose of Email and Internet

Ricoh has provided the email and Internet facilities to staff for company purposes to assist staff in carrying out their tasks and is to be used only for company business. The company reserves the right to recover the costs associated with excessive private use of email or the Internet in general.

Email Programs

The only approved email program for use within Ricoh is Lotus Notes Mail. No other email programs are to be used.

Email Practice

All email communications must be treated in the same manner as any other form of business communication (e.g. letter, memo etc.) both to maintain our professional image and to minimise the risk of E&O exposure. This applies to maintaining a professional writing style and to the filing of documents.

Disclaimer Notice on All Emails

All messages sent from Ricoh addresses to non-Ricoh recipients must contain the following disclaimer:

"This message together with any attachments is confidential and intended only for the person or entity to which it is addressed. If you are not the intended recipient, you may not copy, distribute, disclose, rely upon or otherwise use this communication. If you receive this communication in error, please immediately delete it from your system and notify the sender by return email."

Ownership and Privacy Issues

Because the Ricoh owns the computers, networks and software used for email, it is important that all users understand that Ricoh has the sole rights to ownership of all communications sent or received via our LANs or on the Internet. The Company has invested considerable sums of money in network development for the sole reason of improving our business communications.

Employees should be aware that we will regularly:

- monitor email messages sent privately;

- monitor Internet usage and sites accessed; and
- we may also from time to time delete private items from our servers.

Prohibited Email and Internet Practices

The following practices will prompt disciplinary action, up to and including termination of employment:

- Forging of email messages or attachments
- Reading, deleting, copying or modifying the contents of another person's email mailbox without their consent or other appropriate authority.
- Sending insulting, harassing, obscene or threatening email
- Sending chain letters.
- Transmission of files in direct violation of copyright laws.
- The promotion of commercial ventures, causes or organisations outside of RAP or solicitations for personal profit.
- Personal use, e.g. sale of private goods (cars, furniture etc.), advertising for flat-mates etc. Use the Ricoh Cafe, the staff bulletin board.
- Downloading of software or anything that breaches Ricoh 's licensing agreements (refer to the Company's Software Compliance Statement) and for posting notices of items for sale or to buy.
- Any employee found using the email, Internet and/or PC facilities for circulating or drawing down, or viewing of pornographic material will be subject to immediate dismissal.
- Private web surfing including accessing chat rooms

Mail box Maintenance

Maintenance of your email mailbox is essential:

- There is a 50 Mb size limit for your mailbox.
 - Once the size of your mailbox exceeds 45 Mb, you will receive a warning message requesting to you to delete messages.
 - Once the size of your mailbox exceeds 50 Mb, you will not be able to send email until you have deleted some messages.
- Only messages which are necessary for current business needs should be retained in your email mailbox.
- All email messages which are necessary for permanent business records should be stored outside of Lotus Notes email according to current record retention policies.
- Insignificant, obsolete and unnecessary messages, return receipts, and attachments must be deleted.
- Use of external networks (e.g. Internet) must also conform to the agreed procedures and operating standards of such services.
- Non business-related email (e.g. promotion of social or charitable activity within the Company) should be authorised by local management.

General Guidelines for Email Usage

- Always maintain a professional writing style
- Avoid using email as a recording medium for personnel data.
- Avoid making comments in email that could be used against the Company in litigation.
- Comply with local procedures designed to enable essential access to your mailbox in your absence.
- Avoid sharing your email password with other users, unless requested to do so by your local management.
- Only open attachments from people that you know and only if the attachment is for business purposes. If you are in any doubt regarding the source or integrity of the attachment, please contact the Help Desk immediately for clarification, in case the attachment contains is a Virus program
- When receiving attachments, scan attachments for viruses.
- When attachments are sent outside of your business unit, identify type of attachment, file name, paper size.
- When large attachments are sent, they should be compressed whenever possible. WinZip is the standard software used for this process.