

ACCEPTABLE USE OF IT

Policy

This policy governs the use of all electronic communications (referred to 'company computer and communications resources'). The content of electronic communications is not the personal property of the Employee. Like other forms of text-based communication, email is the property of the employer and will be treated as such.

This policy applies to users of the Fernwood Womens Health Club network or equipment, which includes but is not limited to all management, staff, contractors, casuals and temporaries at all Fernwood Womens Health Club locations.

Objective

To promote acceptable use of Fernwood Womens Health Clubs computer and communications resources resulting in benefits such as:

- enhanced customer services.
- improved ability to store and recover critical information.
- reduce company risk from inappropriate email, Internet and other communications tools.

Summary

Fernwood Womens Health Clubs encourages its staff to enhance customer services, productivity and increase knowledge through the use of available computing and electronic communications facilities, including the use of the internet, within the bounds of their employment, legal and ethical requirements.

Guidelines

Use of any Fernwood Womens Health Clubs computing or communication resources by a member of staff should be restricted to employment related purposes and all associated behaviour must be in keeping with the Fernwood Womens Health Clubs Code of Conduct and Confidentiality Agreement.

Limited personal use of these facilities is permitted provided:

- it is endorsed by local management.
- it does not interfere with work, or the work of anyone else.
- it does not involve unethical behaviour.

Common sense should dictate what is and is not employment related and what constitutes illegal and unethical behaviour in this regard. Notwithstanding this however, the following are strictly prohibited:

- private commercial activities for purpose of personal gain.
- accessing, distributing or disclosing material prohibited by policy or law.
- sending unsolicited bulk mail.
- knowingly causing interference with or disruption to any network, information service, equipment or any user thereof.
- disseminating personal contact information of management or staff of Fernwood Womens Health Clubs without their consent.
- knowingly causing any other person to view content which could render the company liable pursuant to equal opportunity or anti-discrimination legislation suit.
- knowingly downloading or requesting software or media files that the Employee has reason to believe will use a greater amount of network bandwidth than appropriate.
- unauthorised copy or transmission of copyrighted material.
- breaching confidentiality.

ACCEPTABLE USE OF IT

- distributing chain letters.
- false representation.
- unauthorised use or release of Fernwood Womens Health Clubs information.
- unauthorised access to and use of computers.
- downloading and installing any programs from the Internet or from emails is prohibited unless the Information Technology Department or Senior Management have granted permission; this includes any programs sent via email including screen savers and software packages.
- your password must be kept private and changed if thought to have become insecure as this password provides access to confidential and commercially sensitive information and is not to be communicated to another under any circumstances.
- Employees must comply with software licences, copyrights and all state/federal laws governing intellectual property.
- Employees must closely monitor the content of material received via email to ensure contents adhere to this policy.
- all users are obliged to report any security vulnerabilities of which they become aware.

Storage of Information and Monitoring of Use

Employees are advised that all information on Fernwood Womens Health Clubs servers is backed up nightly. Similarly, detailed statistics on usage of telephone and fax systems and the Internet are automatically logged and records kept on back-up tapes.

Consequences of Unacceptable Use

Fernwood Womens Health Clubs keeps and may monitor logs of Internet usage which may reveal information such as which Internet servers (including World Wide Web sites) have been accessed by Employees, and the email addresses of those with whom they have communicated. Fernwood Womens Health Clubs will not, however, engage in real-time surveillance of Internet usage or monitor the content of email messages sent or received by Employees in the ordinary way, and will not disclose logged or collected information to a third party unless under compulsion of law.

Responsibility for the use of Fernwood Womens Health Clubs computer and communications resources that does not comply with this policy lies with the Employee so using it, and such an Employee must indemnify Fernwood Womens Health Clubs for any direct loss and reasonably foreseeable consequential losses suffered by the company by reason of the breach of this policy.

Any alleged breach of this Policy will be reviewed on an individual basis. If the alleged breach is deemed of a very serious nature and breaches the Employee's duty of fidelity to the company (for example, emailing confidential information to a competitor), the Employee will be given an opportunity to be heard and if it is clearly established the breach may be grounds for dismissal.

Otherwise, an alleged breach shall be dealt with as follows:

- a) Initially, the Employee shall be informed of the alleged breach, given an opportunity to respond, and if not satisfactorily explained, asked to desist from or remedy the breach
- b) If not desisted from or remedied, access to the company computer and communications resources can be withdrawn and a first and final warning will be implemented to which the Employee may respond
- c) If the infringing conduct continues further disciplinary action will lead to termination of employment. It is Management's responsibility, as an employer, to deal with both deliberate and inadvertent breaches of policy.

ACCEPTABLE USE OF IT

What is acceptable use

Subject to the balance of this policy, Employees may use the company computer and communications resources access provided by Fernwood Womens Health Clubs for:

- Work related purposes;
- Sending and receiving personal email messages, provided that if email messages are sent with a Fernwood Womens Health Clubs address in the From: or Reply-To: header, a disclaimer shall accompany the email to the effect that the views of the sender may not represent those of Fernwood Womens Health Clubs;
- Accessing the Internet for personal purposes and utilising any other internet service for personal purposes after obtaining permission to do so from Fernwood Womens Health Clubs.

Provided in each case that the personal use is moderate in time, does not incur significant cost for Fernwood Womens Health Clubs and its Franchisees, and does not interfere with the employment duties of the Employee or colleague.

This policy also forms a part of the Employee Handbook, for which Employees will sign an acknowledgement as having read and understood this document.