

# ITP101

## INFORMATION TECHNOLOGY POLICY



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## 1. POLICY INTRODUCTION

National Ambulance Company is dedicated to providing an environment where employees and others in the workplace are able to delivery services and products with the assistance of efficient and effective Information Technological equipment and services.

## 2. SCOPE

This policy applies to all employees at all National Ambulance Company sites.

## 3. ROLES AND RESPONSIBILITIES

Everyone who has access to a computer and phone must never use your computer or phone for any illegal purposes

Always securely store your computer and phone when it is in your possession

## 4. THE INFORMATION TECHNOLOGY FRAMEWORK

Under Anti-Discrimination, Equal Employment Opportunity and Copyright regulations and this Policy, it is illegal to harass, bully, discriminate and victimise others in the workplace; and download some software, music and images without written consent of the owners of the product.

## 5. EQUIPMENT

National Ambulance Company does not forbid the reasonable use of company owned equipment and technological services for personal reasons by its employees, however all employees must be aware of National Ambulance Company's limitations and legal requirements in using technological resources.

To ensure you can deliver National Ambulance Company's principles, you may be provided with Company owned equipment, such as a:

- Personal computer, including a 'laptop'
- Smart phones, including 'iPhone or another brand of a Personal Digital Assistants (PDAs)

In using this equipment you agree not to store any defamatory, discriminating or offensive material on any drive, and accept that any personal material stored on National Ambulance Company equipment is subject to review by the Director of Corporate Services.

You are responsible to return all National Ambulance Company owned equipment at the end of your contract in good working order.

### 5.1. Email

You have a responsibility to ensure the same courtesy and consideration applies to writing and sending emails as would to writing a memo or letter. Email account users should understand that there are some circumstances in which the content of their emails may be disclosed to unintended readers/recipients through accident (for example, wrong recipient, technical

problems) or deliberate actions (such as investigative reasons). When using email at National Ambulance Company, you are to always:

- treat other people's email as confidential
- ensure the proper storage of emails
- only use email accounts for Company related correspondence.

Similarly, you are to never:

- Use your colleague or others email account to send emails on behalf of them without their permission or authorization.
- send obscene, offensive, discriminatory or damaging material
- send threatening material or material intended to frighten or harass
- send defamatory material
- send unsolicited advertising or similar activities
- use mailing lists for non-National Ambulance Company related purposes and should ensure usage is not in breach of any privacy regulations or the Company's Privacy Policy
- use inappropriate slang or abbreviated spelling
- infringe any Copyright laws
- Send heavy attachments
- Send emails to distribution groups such as "NA All Staff" group unless you have the approval

Managers or anyone in a position of authority have an added responsibility to ensure this policy is followed.

Deliberate and accidental breach of this clause may result in disciplinary action as stated in the Breach of this Policy clause.

## 5.2. Internet Usage

- National Ambulance Company provides access to the internet for business related purposes. Employees may use the internet for short periods of time for personal use; and in general use the internet as follows:
- restrict any personal use to internet banking, personal email accounts such as 'hotmail' and 'yahoo', search engines and services like 'yellow pages'. Use of external sites such as 'facebook' and 'myspace' are to be minimal in time. These sites can cause delays to the Company server through additional use and may add cookies
- not download, view, store or distribute material which could be considered offensive or illegal, such as discriminatory, pornographic or racial material
- not download or forward any material that is covered by copyright regulations
- not download any music, images or software applications unless at the specific request of an Executive
- not attempt to gain unauthorised access to information – otherwise known as hacking
- not use, or allow someone else to use any computer system or software to defraud, or obtain money or services of value by false pretences, promises or representations
- not order goods or services, or enter into any other personal contract, via the internet unless specifically authorised to do so. Excluding such a request, the Company will not accept liability for any such contract formed.

From time to time use of the internet may be monitored to ensure use is in compliance with this policy. Review of an individual's use, including sites visited, may be conducted in conjunction with National Ambulance Company's IT service provider, at any given time without warning to the individual should usage of the internet be considered or suspected to be inappropriate.

### 5.3. Instant Messenger Services

National Ambulance Company encourages open communication between its people. To assist with this National Ambulance Company authorises the use of instant messaging when no other communication method is appropriate. Instant Messenger is not National Ambulance Company's preference for speaking with your colleagues, and it is not to be used to speak with a client or any external persons. The use of instant messaging is to be restricted to communicating:

- with your colleague who is in a different time zone
- when the reliability of the phone system is poor
- when there is a need for immediate notification
- National Ambulance Company reminds all staff Instant Messenger Services reduce the speed of the Server and all use is to be kept to a minimum.

National Ambulance Company's Code of Conduct applies to this method of communication.

### 5.4. Your Personal Drive

To protect our server and the server speed, National Ambulance Company requests all non-company related material stored on your personal drive is minimal in size. This includes music, photos and images, and other large files which cause a reduction in the speed of the server.

Personal drives are to be cleared regularly to reduce storing unnecessary files.

National Ambulance Company reminds all staff **downloading Copyrighted Materials is strictly prohibited** and criminal charges may be brought against anyone found to be doing so.

### 5.5. Breach of this Policy

This policy must be abided by at all times. In the case of a breach of this policy the following may occur:

- Disciplinary Action
- Termination of employment
- Contractors, including sub contractors and temporary contractors may have their contract terminated and / or not renewed
- Unlawful breach of National and International Copyright Laws may face disciplinary action inclusive of termination of employment
- Criminal charges may apply.

### 5.6. Further Resources & Information



- If you require further information or reading you can review the following:
- Code of Conduct – National Ambulance Company
- Privacy Policy
- Equal Employment Opportunity Policy

Give a brief overview of what the document is about. Use this text formatting for all non-heading text in this document

At the end of this section a line stating which management component(s) this policy is related to must be provided. Management components to choose from are: Leadership and Commitment, Organizational Roles and Responsibilities, Risk Evaluation and Management, Policies and Objectives, Implementation Monitoring and Reporting, Managing of Non conformances and Action Items, Auditing and Inspections, Continuous Improvement.

## 6. RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

Code, Name of Legislation	Jurisdiction
Code, Name of Legislation, Year here	Jurisdiction here

## 7. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form

## 8. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to [qhse@nationalambulance.ae](mailto:qhse@nationalambulance.ae)

## 9. DOCUMENT CONFIGURATIONS CONTROL DATE

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:



## Change Brief

Version No.	Date	Changes
1	Jan - 14	New Documents
2	May – 14	Added Email
3	September 2014	Equipment Polices: We don't provide BlackBerry so it should be not mentioned  EMAIL: Additional points have been added based on requirements for enhancing  Instant Messenger Services: Skype is one of the software that we use for communication so it should not be mentioned as illigal software
4	February 2017	Due for review, no changes required
5	August 2022	Due for review, no changes required

Review & Approval:

(Enter final approver title here)