



Information and Communication Systems Acceptable Use Policy

Purpose of this document

This document describes what is acceptable and what is unacceptable use of the company's systems. It has been prepared to help Liberty Group employees, agents and third parties understand what they are, and are not, allowed to do using Liberty Group systems and services, from both a personal and business point of view. This should be read in conjunction with the Group's 'Discipline & Capability, Grievance & Dismissal' policy.

This document is derived from the full Information Security Policy. Adherence to the AUP should be sufficient for day-to-day good practice. If they have any doubts regarding acceptable use of company systems, employees must consult their line manager or an IT Manager who can refer to the full policy for detailed clarification.

Scope

This policy applies to all employees, contractors and agents authorised to use information and communication technology (ICT) provided by the Liberty Group, this includes use of networks, servers, PCs, 'laptops', personal digital assistants (PDAs), 'smartphones' (such as Blackberry), mobile phones, portable storage devices and corporate email sessions from a home or cyber café PC. The ICT equipment is provided to enable staff to do their job and to develop understanding of information and communication technology. Some personal use of equipment and services is accepted, however, this must be considered within the bounds of reasonableness which is explained below.

This document will be updated as the scope of acceptable use policy extends to other platforms and services or where issues of compliance or legislation impinge upon it.

Structure

For each functional area of technology or service supplied by the Liberty Group, there is a specific set of acceptable, unacceptable and expressly forbidden practice or use.

- *Acceptable*
The activity listed as acceptable defines the degree of flexibility that Liberty Group concedes to all authorised users of company equipment. It recognises that the Group wants people to feel comfortable using new technologies and

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- will help in their development in this key area. It also highlights activity by the Group to manage and monitor compliance with the policy.
- *Unacceptable*
This is a definition of what Liberty Group believes to be unacceptable use of its equipment and services. Any activity undertaken that falls within this definition could render the user liable to disciplinary action.
- *Forbidden*
These activities are expressly forbidden. Anyone using company equipment for the purposes identified in this category may be committing gross misconduct .

Management access to data

It must NOT be assumed that stored information and communication is private: messages can be intercepted or wrongly addressed. All email messages to and from Liberty Group employees have their recipients, senders and contents logged. Liberty Group Management reserves the right to inspect the contents of any communications or information stored on Group equipment, for the purpose of confirming compliance with policy. Only authorised personnel can access systems in such circumstances and they will guarantee confidentiality except to the extent that is required to follow up breaches, to comply with court orders or to facilitate criminal investigation.

The Group reserve the right to recover the cost of personal use of equipment and will monitor usage and billing detail to identify such use.

IT support and Internal Audit may occasionally need to undertake activities that fall into 'Unacceptable' category. This is acceptable provided that it is done with the full knowledge and agreement of their Manager and the *Group IT Manager*.

The Liberty Group employs monitoring techniques on many of its systems, including email and the Internet access, to enable usage trends to be identified and to prevent unacceptable use. It is clear from information that this delivers that the vast majority of users respect acceptable use.

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Glossary

A number of terms are used throughout the Acceptable Use Policy that may need explanation. These terms are defined below to further aid understanding.

Offensive

It is not possible to provide a definitive, prescriptive list of 'offensive' material. However the following identifies the type of material that is 'offensive' for the purposes of the acceptable use policy: "Material that is defamatory, racist or discriminatory on grounds of religion, disability, gender or sexual orientation, or alternatively which is designed to harass, victimise or bully, cause pain or distress to individuals."

Obscene

Literal definitions of obscene describe material that is 'offensive/outrageous or repellent' or material that is 'designed to deprave or corrupt' the audience. For the purpose of this document, any material that will cause extreme offence to a Liberty employee, business partner or visitor will be considered obscene.

Compressed files

Compressed files are ordinary files that have been changed so that they take up less space than the original file. These files when uncompressed can become extremely large and take up large amounts of space on the workstation or server. Commonly used compression tools are widely available and create files with a name extension of .zip.

Executable code

An executable file is one that contains a program, i.e. a particular kind of file that is capable of being executed, that is run, on a computer processor. An executable file usually has a file name extension of .bat, .com, or .exe.

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1. Acceptable Use of telephony

The provision of (voice) telephony by the Group is for business purposes only – whether on a fixed (land) line or on a mobile telephone or device. While the Group reserves the right to recovery the costs of personal calls and usage – this is intrusive and expensive and to avoid this, staff are expected to curtail personal use.

Acceptable

- Communication in the course of the Group's business
- Incidental and emergency personal use
- The Group will monitor call charges and usage logs
- The Group reserves the right to recover any costs attributable to personal use

Unacceptable

- Persistent, significant, personal use may become a disciplinary issue.
- Intruding into the working day with personal calls
- Accessing premium rate services
- Allowing non employees to make use of the device
- Ignoring or by-passing security for the device
- Making passwords or PINs available to unauthorised persons

Forbidden

- To conduct business other than the Group's business.
- To disclose confidential information to unauthorised parties
- To use the telephone to communicate anything discriminatory, abusive, obscene, illegal, offensive, potentially libellous or defamatory

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2. Acceptable Use of the Internet

Acceptable

- Accessing business related web sites in relation to the user's job
- Accessing web sites (OTHER than those containing pornographic, offensive or obscene material) for non-business related reasons during lunch hours and before or after the working day

Unacceptable

- Spending any period of the working day looking at non-business related Internet sites;
- Tying up large proportions of Internet resources on non-business related activity, to the detriment of genuine business Internet usage. This includes:-
 - Leaving live internet feeds open all day to collect news or sports results;
 - Downloading images, video or audio streams for non-business related purposes;
 - Making repeated attempts to access web sites that, because of their inappropriate content, have been automatically blocked
- Making your password available for other people to use the Internet service on your behalf;
- Using someone else's personal id and password to access the Internet;
- Downloading any copyright material without the owner's permission

Forbidden

- Downloading software used for hacking or cracking passwords.
- Deliberately accessing sites containing pornographic, offensive or obscene material
- Downloading pornographic, offensive or obscene material.

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3. Acceptable Use of email

Acceptable

- Communication in connection with company business
- Occasional personal use during lunch hours and before or after the working day
- Management access to read employees' mail boxes where there is a legitimate business need to do so (e.g. if a person is absent and important email is expected.)

Unacceptable

- Using email for personal, non-business related communication during working hours.
- Overuse of services for personal, non-business related communication during break times or after hours, e.g:
 - > 5 non-business related e-mail items per day
- OR
- Sending non-business related email directly to large distribution groups
- OR
- Sending files with attachments (e.g. compressed files, executable code, video streams, audio streams, or graphical images) to internal or external parties
- Subscribing to non-business related mailing lists

Forbidden

- Sending messages or files through internal email, or via the external mail gateways that contain discriminatory, abusive, pornographic, obscene, illegal, offensive, potentially libellous or defamatory content.

NOTE: Unsolicited receipt of discriminatory, abusive, pornographic, obscene, illegal, offensive, or defamatory email is clearly not a disciplinary offence, although anyone who receives such material should inform either their manager, an IT manager or HR immediately.

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4. Acceptable Use of servers, PCs, notebook PCs, PDAs, Smartphones and portable storage devices

Note that the majority of equipment is now leased. Liberty is accountable to the leasing company for the care and whereabouts of the equipment and, in turn, employees are accountable for the safe keeping of IT equipment issued to them

Acceptable

- Storing corporate data
- Running company supplied software
- Loading text and images in connection with normal business
- Storing limited amounts of personal data
- Reporting any accidental damage or loss immediately to the IT Helpdesk

Unacceptable

- Loading unauthorised or untested software, i.e. software not supplied through the formal procurement process by Group IT.
- Loading any software without the prior consent of Group IT
- Storing corporate data solely on local drives or devices (which are not backed up)
- Making your password(s) available for other people
- Using someone else's personal id and password
- Moving (static) equipment without agreement from the IT Helpdesk
- Re-allocating equipment to other members of staff other than through the IT Helpdesk
- Surrender of equipment not in working order, with undue 'wear and tear' or with accessories missing
- Connecting devices (including USB devices – flash storage, cameras etc) to IT equipment or the network that have not been supplied through the formal procurement process with Group IT

Forbidden

- Loading files containing discriminatory, abusive, pornographic, obscene, illegal or offensive content, whether in text, image, video or audio format.
- Physical abuse or wilful neglect of equipment

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5. Acceptable Use Policy for the 40 Broadway 'Cyber Café' PCs

The cyber café PCs are not part of the corporate network and are available for legitimate personal use of the Internet.

Acceptable

- Legitimate personal internet use
- Use of personal (hot) mail account and ISPs. (Take care to log off properly).
- Personal shopping, banking and services – at the user's own risk.
- Available at anytime – in your own time
- Use by visitors who accept this section of the policy

Unacceptable

- Use for company (Liberty Group) business
- Use of the cyber café to the detriment of your working day
- 'Hogging' the PCs at the inconvenience of other staff
- Storing personal information on the Cyber PCs

Forbidden

As detailed elsewhere:

- Downloading software used for hacking or cracking passwords.
- Deliberately accessing sites containing pornographic, offensive or obscene material
- Downloading pornographic, offensive or obscene material, whether in text, image, video or audio format.
- Abusive, obscene, discriminatory, illegal, offensive or defamatory messages
- Illegal or illicit trading of any kind.

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6. Acceptable Use Policy for Electronic Bulletin Boards

Acceptable

- Advertising unwanted goods, for sale by Liberty employees
- Publicising events which may be of interest to other members of staff
- Text only messages

Unacceptable

- Notices containing pictures, video clips or other multimedia elements that unnecessarily use up large amounts of expensive resources.
- Business advertisements or trade sales,
- Sale of any goods purchased with the sole intention of making a profit,
- Interactive chat or quizzes,
- Repeatedly advertising the same items within a working week

Forbidden

- Abusive, obscene, discriminatory, illegal, offensive or defamatory messages
- Illegal or illicit trading of any kind, e.g.
 - Trading non-original or pirated copies of games console software, P.C. software, videos, DVDs or CDs / tapes,
 - Disposal or sale of goods purchased Tax Free,
 - Goods marked "Not for re-sale", or similar,
 - Sale of alcohol / cigarettes etc purchased in bulk from outlets outside the UK.