



Guideline 4.03 - Electronic Communication Acceptable Usage

1. Application

This Guideline applies to all NQBP Personnel.

2. Guideline

2.1. Overview

- 2.1.1. Electronic communication tools (ECT) are important resources that enhance NQBP's competitive advantage in the global economic marketplace. Examples of ECT resources covered by this policy include, but are not limited to: company provided e-mail, voice mail, telephone services, Internet access, Intranet services, electronic file systems (e.g. RM8, SharePoint), facsimile services, GroupWare tools (e.g. Email), PCs, servers, mobile devices (e.g. iphone, ipad, Laptop and notebook computers) and NQBP's computer network.
- 2.1.2. This policy also applies to the use of services not provided directly by NQBP (e.g. Gmail, Hotmail) but accessed by NQBP employees using any NQBP resources or services. Because ECT resources are costly to provide, they should be used, like any other NQBP asset, to create value for NQBP. ECT are provided to NQBP employees to improve communications and relationships between employees and with customers, suppliers, business partners and other key organizations, and to assist in gathering information from internal and external resources to further education and research for business purposes.
- 2.1.3. This Electronic Communication Acceptable Usage Policy provides guidelines, to assist in the effective and appropriate use-of ECT in conducting NQBP company business and applies to every employee. NQBP may, at its sole discretion, modify this policy.

2.2. General Principles and Guidelines for Appropriate ECT Use

ECT is to be used in a manner that is consistent with NQBP's Mission, Philosophy, and Principles. In using ECT, the employee must use integrity and professionalism in all communications and comply with all laws and corporate policies. The employee must make all reasonable efforts to protect NQBP information, assets and intellectual property. Acceptable uses of ECT include the following:

- Internal communications with other NQBP employees on NQBP business matters;
- External communications with customers, suppliers and business partners;
- Accessing information resources for appropriate business, technical and/ or research and development purposes;
- Participation in ECT forums or discussion groups when the purpose of such participation is for NQBP business purposes;
- Use of dial-up network access connections (e.g., Telstra) for business related activities; and
- Limited personal use of ECT by NQBP employees before or after normal business hours. Use during business hours must be limited to activities that cannot reasonably occur at any other time. Extended personal use of ECT during

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business hours could lead to disciplinary actions up to and including dismissal. NQBP will not make any warranties, guarantees or representations about the fitness of ECT for any personal use. Examples of appropriate personal use include:

- Periodic exchange of e-mail with family and friends outside NQBP;
- Performing non-profit or community service;
- Participating in civic associations;
- Conducting educational or research projects;
- Retrieving news stories and other information of general interest; and
- Pursuing hobby or recreational interests that are not inappropriate, as described in the following section.

2.3. Inappropriate Use of ECT

Inappropriate use includes, but is not limited to, the following:

- Misrepresenting yourself as another individual or company;
- Revealing proprietary or confidential information, official company information, employee information, or copyrighted materials;
- Accessing, distributing, or storing materials which could be considered unethical, inappropriate, offensive, disrespectful or abusive to others, including but not limited to, defamatory or threatening remarks, pornographic or obscene materials, harassing others with hate mail, discriminatory remarks, abusive, indecent, or objectionable language, or other antisocial behaviours;
- Conducting illegal activities;
- Representing your personal opinions as those of the company;
- Personal use of ECT when additional service fees would be incurred by NQBP;
- Interfering with the performance of your job or the jobs of other employees;
- To send (upload) or receive (download) information in breach of copyright law;
- Use of dial-up network access connections (e.g., Telstra) for personal, non-business activities; or
- Use of ECT to conduct activities that are in breach of any other NQBP policy.

2.4. System and Ownership

- 2.4.1.** NQBP's ECT systems and associated infrastructure are the property of NQBP. This includes all e-mails and their contents that are sent or received via the system.
- 2.4.2.** NQBP will deal with its e-mail system and its contents as it sees fit.
- 2.4.3.** NQBP specifically does NOT offer confidentiality or privacy in relation to e-mails. E-mails will be viewable by whoever NQBP authorises.
- 2.4.4.** As the owner of e-mail addresses, NQBP may choose to assign addresses to individuals for work purposes. NQBP provides no guarantee that e-mail will be delivered either to or from any assigned e-mail address. NQBP may withdraw an e-mail address from an assignee at any time and for any reason as it sees fit.

2.5. User Responsibilities

- 2.5.1.** It is the employee's responsibility to ensure that usage of NQBP's ECT systems is appropriate and does not attract legal liability or disrepute to NQBP or impact unacceptably on business outcomes.

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- 2.5.2.** Anything accessed, sent out, stored or distributed through NQBP's ECT, whether business or private, is not to contain any material that could be construed by any person as unethical, fraudulent, libellous or defamatory, illegal (e.g. breach of the Competition and Consumer Act 2010 (Cth)), a breach of the laws of copyright, a breach of anti-discrimination or sexual harassment laws or guidelines, obscene, offensive or pornographic, a breach of confidentiality or in any other way bring liability or disrepute to NQBP.
- 2.5.3.** If any material in the above categories is received by an employee it must be immediately deleted
- 2.5.4.** It is the employee's responsibility to check for, understand and abide by copyrights, confidentiality agreements, or licensing agreements when downloading (receiving) information or files from any ECT source.
- 2.5.5.** Security is the responsibility of each employee and each employee is expected to secure their individual ECT accounts using passwords and secure their workstation using a password protected screen saver. However, the company cannot guarantee the privacy or integrity of any given communication. Employees should not share passwords with other employees and must not access other employee's accounts, including former employees, without express consent by the employee's supervisor and the IT Department.
- 2.5.6.** ECT communications exchanged with entities and individuals outside of NQBP are not secured from outside access and monitoring. External communications should be viewed as open to the public domain and as a general rule, should not contain confidential or proprietary information about NQBP.

2.6. Privacy and Private Use

- 2.6.1.** ECT resources, ECT messages and ECT data are company owned and, to the extent allowed by law, may be subject to monitoring by NQBP. In that regard, NQBP reserves the right to access any ECT messages, data or other company owned computer based technology or mobile device and use the content for any lawful purpose. For that reason, employees will not have the same expectation of privacy with respect to ECT messages or data as with personally owned communication tools. Because ECT messages are not private, employees should use alternative communication methods to transmit sensitive, personal information.
- 2.6.2.** Private use of e-mail or the Internet is permitted, although its private use should be minimised, as is required for phone and fax use. Any use for private purposes must comply with all the requirements of this policy, particularly in terms of restrictions on content, and must not impede business outcomes or impose unreasonable resourcing costs on NQBP.

2.7. Time Wastage

As useful business tools, the value of ECT access should not be diminished by usage that is wasteful of time through a large volume of, or frivolous, usage.

2.8. Approval Levels

E-mail may have the same contractual status as a letter. Employees shall ensure that they do not give a contractual commitment, or anything that could be construed as such, beyond their level of authority.

2.9. Confidential or Sensitive Information

In sending out any confidential or sensitive information by e-mail, it needs to be borne in mind that e-mail is not a secure medium for correspondence – e-mail messages can be stored along the processing chain by the e-mail provider (and hence risk access by a hacker), or the message could be diverted at the receiving end.

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2.10. Form

The same care taken in writing letters must be exercised in the contents of e-mail. Corporate e-mail should at all times be business-like and not written in a casual fashion or in a way that could be misinterpreted. All employees sending e-mails externally should include a signature that complies with the approved corporate signature. As with faxes and letters, copies of relevant business correspondence, both incoming and outgoing, must be stored in compliance with NQBP's Recordkeeping Policy and Recordkeeping Procedure.

2.11. Out of Office Messages

Out of office messages must simply state the dates/times which the person is unavailable and include the contact details of either a colleague or an alternative telephone (mobile) or email address while away.

For example:

Thank you for your message. I am out of the office from 5 December and returning on 8 December. If urgent, please contact Joe Black on 3224 5566.

2.12. Use of All-Staff Email Groups

2.12.1. The use of All-Staff email groups (i.e. Brisbane Office, Mackay Office), is limited to select members of Finance, nominated executive administration staff, the Senior Leadership Group members and External Affairs.

2.12.2. Requests to access these email groups will be assessed by the External Affairs Unit in order to manage integrity and relevance of messages to staff.

2.13. Breach

Disciplinary action may be taken against any employee who breaches this policy. The action taken will be appropriate for the level of breach. Serious disciplinary action such as suspension or dismissal may be pursued in appropriate cases.

2.14. Monitoring

All incoming and outgoing e-mail whether personal or private will be subject to review and monitoring. Employees who do not wish to have private e-mail perused should seek other forms of personal communication. Levels of usage of both ECT access will be monitored and, where considered inappropriate, modification of behaviour will be required.

2.15. Use of External Systems

Where an employee of NQBP or its subsidiaries, or a Contractor, sends an e-mail on behalf of (or purportedly on behalf of) NQBP through a system other than NQBP's e-mail or Internet systems (whether or not that system is funded by NQBP), the e-mail must comply with all the requirements of this policy.

2.16. Social Networking

2.16.1. NQBP utilises social media to create, build and maintain improved communication channels which assists with:

- managing NQBP's reputation;
- raising awareness of activities;
- becoming a trusted, credible and consistent source of information; and
- offer balance in public debate relating to NQBP.

The purpose of this guideline is to provide guidance to employees and contractors on both professional and personal use of social media.

2.16.2. Professional Use of Social Media

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It is a breach of the ICT policy should you comment as a representative of NQBP unless you are authorised. The Senior Manager External Affairs is responsible for authorising staff to represent NQBP on social media.

If you are an authorised representative to engage in social media on NQBP's behalf, the following considerations apply:

- Ensure published content is not misleading or inaccurate and complies with all relevant policies;
- Any content published and all NQBP social media accounts remain the property of NQBP;
- Ensure comments are respectful of the audience;
- Comply with Terms of Use of the social media platform;
- Comply with applicable laws including discrimination, harassment, defamation, privacy, plagiarism and copyright;
- Avoid endorsement of any product, service, company, non-profit organisation or any other enterprise;
- Avoid disclosing confidential information relating to NQBP;
- Avoid publishing content that may cause damage to NQBP's reputation especially relating to topics of sensitive nature; and
- Ensure approval has been obtained prior to publishing any content.

External Affairs is responsible for identifying the best delivery mechanism of a particular announcement. Depending on the information, media releases or briefings may be most appropriate in the first instance and social media will be used to further promote or educate on that topic.

2.16.3. Personal Use of Social Media

NQBP recognises that you may participate in social media platforms in your personal life. It is important to understand the potential to directly or indirectly cause damage to NQBP in some circumstances in your personal use if you can be identified as NQBP personnel. You are personally responsible for the content that you publish in a personal capacity on any form of social media platform.

Inappropriate behaviour may include:

- Publishing comments or photographs of NQBP customers or colleagues without their consent;
- Publishing comments that may be damaging to NQBP's reputation, regardless of directly naming or identifying NQBP;
- Publishing videos or photographs of employees/contractors behaving inappropriately which may be linked to NQBP e.g. worksite, logo, signs;
- Accessing or publishing comments which may be perceived or received as threatening, bullying, harassing, defamatory, discriminatory, racist, sexist, intimidating, offensive, or otherwise inappropriate or unlawful while using NQBP resources;
- Spending hours using social media which is unrelated to work;
- Use of an NQBP email address or any NQBP branding for personal gain

Appropriate behaviour may include:

- Utilising social media sites during a lunch break;
- Re-tweeting or posting content from the NQBP accounts on personal accounts.

Personal blogs should have clear disclaimers that the views expressed by the author in the post are the author's alone, and must not represent or be reasonably inferred to represent the views of NQBP or other employees, customers, partners and competitors of NQBP.

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2.16.4. Information published on social networking sites should comply with NQBP's policies and guidelines.

This is applicable in the workplace as well as from your personal computer in your own home outside of business hours.

2.16.5. Given the rapid development of social networking platforms and their growing relevance to corporate activity, this guideline will be reviewed regularly to ensure it remains relevant and applicable.

2.17. Printers

2.17.1. Following are the guidelines for the usage of printers within NQBP:

- Printers are leased and are managed through a central contract ;
- Printers should be used for NQBP business purposes only. Only the necessary pages in the document are to be printed and double sided printing is to occur where possible;
- A networked printer will be made available to employees within close proximity to their work area;
- A photocopier should be used in preference to printers when producing a large number of copies;
- Black-and-white printers should be used in preference to colour printers;
- Employees will have access to all printers via their access cards to ensure privacy;
- Confidential information which is printed should be collected from the printer immediately; and
- All employees are to consider the environmental impact of printing and where ever possible use electronic documentation.

2.18. Electronic Storage Devices

2.18.1. NQBP employees who are provided with a Smartphone will receive an email capable phone, make and model will be at the discretion of the CIO based upon the requirements.

2.18.2. Following are the guidelines for usage of the Smartphones, iPad or, where applicable, any other form of electronic storage device (e.g. USB memory stick) (collectively 'a Device') within NQBP:

- A PIN is required to be used at all times to mitigate unauthorised access to e-mail, contacts with Smartphones and iPads;
- Any content accessed or installed on a Device must comply with NQBP's acceptable usage;
- No business documentation other than cached e-mail, calendar, and contact information is to be stored on a Device;
- Modification of the operating system (including jail-breaking) will be regarded as unacceptable usage and will be subject to disciplinary action;
- The IT department will provide support for Smartphones and iPads to connect to NQBP e-mail, calendar, and contacts. This does not include support for personal or other e-mail accounts configured on the Smartphone or iPad;
- It is the employees responsibility to inform IT department immediately if a Device is lost or stolen;

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- The employee gives permission for NQBP to remotely wipe the Smartphone or iPad in the event of it being lost or stolen;
- It is the employee's responsibility to backup personal content on the Smartphone and iPad;
- If the Smartphone or iPad has to be reset back to factory standard for any reason, the employee will be responsible for re-sourcing any non-standard applications previously installed; and
- The following will apply to any music loaded to the Smartphone or iPad:
 - Music will be permitted for personal use;
 - Music is to be a legal copy;
 - Music is to be paid for by user;
 - The employee will be responsible for any breaches of copyright;
 - Music is to be used during personal time only; and
- If the Smartphone or iPad has to be reset back to factory standard for any reason, the employee will be responsible for re-sourcing any previously installed music.
- **Compliance Policy, Procedure, Standard and Legislative Framework**
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- NQBP is a Government Owned Corporation and port authority and is required to comply with its own policies, prescribed applicable legislation and State Government policies and procedures. This procedure should be read in conjunction with:

3. ICT Guideline Policy, Procedure, Standard and Legislative Framework

NQBP is a Government Owned Corporation and port authority and is required to comply with its own policies, prescribed applicable legislation and State Government policies and procedures. This procedure should be read in conjunction with:

- a. Guideline 2.02 - Intellectual Property Management;
- b. Guideline 2.03 – Privacy;
- c. Guideline 4.04 – ICT General;
- d. Guideline 4.05 – ICT Security;
- e. Policy 2 – Compliance;
- f. Procedure 3.09 – Bullying, Harassment and Discrimination;
- g. Standard 2.01 - Code of Conduct;

4. Guideline Review Date

This Guideline should be reviewed by 30 June 2020.

5. Definitions

Contractors: means contractors or consultants engaged by NQBP under a personal services consultancy agreement or other similar arrangements.

NQBP: means North Queensland Bulk Ports Corporation Limited ACN 136 880 128.

NQBP Employee: means employees and Contractors of NQBP but does not include NQBP directors.

NQBP Personnel: means NQBP officers (for example NQBP directors) and NQBP Employees.

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