

1 CHAPTER SEVEN: COMMUNICATIONS, PRIVACY, EQUAL OPPORTUNITY AND CRISIS MANAGEMENT

1.1 Introduction

This Chapter contains EWS policy on Electronic Communications Use, Privacy, Equal Opportunity and Crisis Management. All personnel are required to read and sign to indicate they have read and understood these policies. This acknowledgement will be kept on their personal file. These rules and guidelines are in place to protect both the user and EWS. This policy requires all staff and other users to comply with this policy.

1.2 Electronic Communication Policy

1.2.1 Access

EWS will provide access to computer systems and associated software applications, where deemed appropriate. As part of the access all staff must ensure compliance with this policy.

1.2.2 Scope

This policy applies to all resources and information technology equipment owned or leased by EWS, within EWS premises or externally accessed. An information resource is generally, but not limited to, any electronic device or software application capable of receiving, storing or using information. This includes computers, printers, scanners, copiers, internet, email and other applications such as word processing and phones, mobile or otherwise.

1.2.3 Objectives

To ensure that all staff are aware of what is expected of them in regard to correct usage of EWS information resources.

- To protect all staff from unsolicited email or incorrect internet/phone usage
- To protect EWS from unsolicited or incorrect Information Systems usage

1.2.4 Process

“Usernames” and associated “passwords” are the responsibility of the user. Any electronic transactions including email or internet use that takes place under a specific login will be deemed to have been carried out by that user. To avoid your identity being used by others you should always logout of all applications and the network upon completion of your task. **Do not leave a logged in PC unattended. Do not leave your mobile phones unattended.**

The acceptable use of EWS Information Systems represents the proper management of an EWS business resource.

The ability to connect with a specific internet site does not in itself imply that personnel are permitted to visit that site. Monitoring tools are in place to monitor all staff' use of email and the internet All staff shall have no expectation of privacy associated with email transactions and the information they publish, store or access on the internet using EWS resources.

Remote access (via a web portal) is available for most EWS Information Systems resources. Whilst this may be available outside EWS premises, its use is still governed by this policy with the exception that access is only permitted to staff specifically authorised.

Incidental personal uses of Information Systems resources are permitted but not encouraged. Excessive personal use will lead to loss of the resource privilege and may result in disciplinary action pursuant to Chapter 2 up to and including dismissal. All staff are responsible for exercising good judgment regarding incidental use and will have to reimburse EWS for costs incurred, particularly for mobile phone use.

Any incidental use of Information Systems resources must adhere to the following limitations:

- It must not cause any additional expense to EWS
- It must be infrequent and brief
- It must not have any negative impact on the staff's overall productivity
- It must not interfere with the normal operation of the staff entity
- It must not compromise EWS in any way
- It must be ethical and responsible.

1.2.5 Staff/User Responsibilities

Never load software onto a PC unless specifically requested to do so.

Never leave a PC unattended if logged in.

Never tamper with or modify computer operating systems, file systems or Windows registries.

Use access to the internet and email in a responsible and informed way, conforming to network etiquette, customs, courtesies, and any or all applicable laws or regulations.

As with other forms of publications, copyright restrictions/regulations must be observed.

All staff shall be aware that their conduct or information they publish could reflect on the reputation of EWS. Therefore professional conduct in all communications is of the utmost importance.

All staff shall represent themselves, accurately and honestly through electronic information or service content.

1.2.6 Supervisor Responsibilities

Supervisors are expected to work with all staff to determine the appropriateness of using the Information Systems resources for professional activities and career development, while ensuring that staff do not violate the general provision of this policy, which prohibit using the resources for personal gain.

Managers and supervisors who suspect that a Representative is using the resources inappropriately must follow EWS guidelines in regard to disciplinary action.

1.2.7 Prohibited and Unacceptable Uses

Using EWS Information Systems resources is a privilege that may be revoked at any time for unacceptable inappropriate usage. The following activities are in general **strictly prohibited**.

- Installing software onto an EWS Information resource.
- Tampering with hardware, modifying computer operating systems, file systems or Windows registries
- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, including but not limited to, the downloading, installation or distribution of pirated software, digital music and video files.
- Engaging in illegal activities or using the internet or email for any illegal purposes including initiating or receiving communications that violate and federal, state or local laws and regulations. This includes malicious use, spreading of viruses and hacking. Hacking means gaining or attempting to gain unauthorized access to any computers, computer networks, databases, data or electronically stored information.
- Using the Internet or Email for personal business activities in a commercial manner such as buying or selling of commodities or services with a profit motive.
- Using resources to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws, whether through language, frequency or size of messages. This includes statements, language, images, Email signatures or other materials that are reasonably likely to be perceived as offensive or disparaging of others based on race, origin, sex, sexual orientation, age, disability, religious or political beliefs.

- Using abusive or objectionable language in either public or private messages
- Knowingly accessing pornographic sites on the Internet and disseminating, soliciting or storing sexually oriented messages or images.
- Misrepresenting, obscuring, suppressing, or replacing a user's liability on the Internet or Email. This includes false or misleading subject headers and presentations of information in the distribution of Email.
- Use of EWS owned written, electronic and social media in a manner that is inappropriate, for example advertising.
- Staff are not permitted to forge Email headers to make it appear as though Email came from someone else.
- Sending or forwarding of chain letters or other pyramid schemes of any type.
- Sending of forwarding unsolicited commercial Email (spam)
- Soliciting money for political causes, advocating political opinions or endorsing political candidates.
- Making fraudulent offers of products, items or services originating from any EWS account.
- Using official resources to distribute personal information that constitutes an unwarranted invasion of personal privacy.
- Carrying out activities such as online investing, stock trading and auction services such as eBay unless activity is for EWS business.
- Developing or maintaining a personal web page on or from an EWS device.
- Any other non-business related activities that will cause congestion, disruption of networks or systems including, but not limited to, Internet games, online gaming, unnecessary subscriptions and Email attachments. Chat rooms and messaging services such as AOL Instant Messenger, MSN Messenger, Facebook and similar Internet –based collaborative services.

1.3 PRIVACY POLICY

1.3.1 Staff Records

As staff of EWS, your employment records will be kept on file to assist EWS in keeping up-to-date and necessary information that is relevant to you and for the benefit of EWS. EWS needs to collect

information, and maintain full and accurate records for the purposes of facilitating your employment with us, as well as for decision-making and effective daily functioning and operation of EWS.

Employment records include, but are not limited to:

- Personnel records
- Timesheets
- Leave records
- Stipend slips
- Voluntary Spiritual Staff Agreements or Employment agreements
- Superannuation contributions made by or on behalf of the company
- Occupational health and safety records/medical records
- Work Cover claims
- Training and development documents

Employment records and information can be electronic or hard copy, and are a corporate resource that belongs to the company. EWS will ensure that staff information is used only for the purpose of employment, and will protect the privacy of staff by securing all documents, and restricting access to authorised individuals only.

Staff have the right to access and amend their personal information, and should contact the CCOM if they wish to do so. However, this will not allow any removal of documents, other than on direction of the CCOM. Information regarding an individual will not be disclosed to a third party without the individual's consent, or unless required by law.

EWS will retain employment records for seven years after the last entry for staff was made, or until the staff member passes away if they served overseas with Everyman's or sustained a workplace injury during their time with EWS. After this time, records will be securely destroyed.

I have read, understood and acknowledged this policy.

1.3.2 Supporters Records

EWS acknowledges and respects the privacy of individuals.

- We will only collect personal information from you with your prior knowledge and consent.

- We will only use personal information provided by you for the purposes of mailing information we believe is of interest, such as prayer news, magazines, and promotional materials relating to EWS.
- We will not disclose your personal information to a third party without your consent.
- We will not disclose your personal information to other institutions and authorities except if required by law.
- We will provide you with a copy of your personal information in our records within 14 days of your written request, for which an administration fee may apply.
- We protect the personal information that we have under our control from unauthorised access, improper use, or alteration by restricting access to our files and database to only those personnel responsible for their maintenance and use.

The staff of EWS value public support and prayer for the work and ministry of the organisation and we hope this support will continue. However, under legislative requirements we do have a responsibility to comply with any supporters request to be removed from our mailing list.

1.4 EQUAL EMPLOYMENT OPPORTUNITY POLICY

EWS is committed to being an equal opportunity employer. EWS has a biblical, legal, social and ethical responsibility to ensure all staff are treated fairly and respectfully in the work environment and to respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace. As EWS is a Christian ministry, adherence to Christian Scriptural principles and norms will be the basis, goal and ethos of staff conduct and recruiting.

Discrimination is the unfair treatment of one person over another based on factors unrelated to their ability or potential. EWS will not discriminate on the basis of the following attributes:

- Age
- Race, colour, nationality, or ethnic origin
- National extraction
- Intellectual disability or impairment
- Industrial activity
- Marital status
- Physical features

- Political belief or activity
- Pregnancy and breastfeeding
- Gender/sex
- Parental status or status as a carer
- Social origin
- Medical record
- Personal association with a person or people who is identified by reference to any of the above attributes

EWS will not tolerate discriminatory behaviour, either directly or indirectly to another person. Direct discrimination involves treating or proposing to treat a person less favourably on the basis of an attribute that person may possess, and not on work or skill related factors.

Indirect discrimination occurs when a rule, practice or policy appears to be neutral and fair because it treats everyone in the same way, but in effect has a disproportionate and disadvantageous impact on a particular group who possess the attribute; it can arise when practices are fair in form and intention but discriminatory in impact and outcome.

Additionally, discriminatory harassment is behaviour that takes place in circumstances in which a reasonable person, having regard to all circumstances, would have been offended, humiliated or intimidated. It is unwelcome, unsolicited and unreciprocated behaviour, which may include verbal, written, or physical discrimination based on the abovementioned attributes.

As part of our commitment to equality of opportunity in employment, EWS seeks to ensure that all staff are treated in a fair and equitable manner in all employment matters. This includes:

- Recruitment, selection, appointment, transfer and promotion
- Discipline and dismissal
- Remuneration and conditions of work
- Training and development
- Assignment of special duties
- Performance appraisals

EWS will actively promote equal employment opportunity by:

- Being fair, equitable and sensitive to the diverse needs of its staff in all its policies and practices
- Creating an environment where staff are able to work effectively, without fear of discrimination or discriminatory harassment
- Using non-discriminatory, inclusive language and practices
- Ensuring that all staff have access to benefits and services in an equitable manner

All staff will be provided equal opportunities to develop and advance according to individual abilities, performance and potential. Our policy is to recruit, train, promote and retain all staff based on merit, and objectively assess staff in relation to the inherent requirements of the position and the published selection criteria for each vacant position or promotion opportunity.

Furthermore, all EWS staff have the following responsibilities:

- Treat fellow staff and clients with respect and in a fair and equitable manner
- Comply with equal employment opportunity and anti-discrimination legislation and workplace policies
- Model appropriate behaviour and promote a climate of mutual respect
- Maintain complete confidentiality concerning any complaint or investigation

1.4.1 Complaint Procedure

Any further queries regarding the Equal Employment and Anti-discrimination policy should be directed to the CCOM. Additionally, staff should contact the CCOM if they wish to make a complaint regarding any issue that may arise in the workplace and this will be dealt with accordingly

If a staff member feels their complaint has not been resolved after discussion with the CCOM, they can take it to the EWS Board of Directors.

1.5 CRISIS MANAGEMENT POLICY

1.5.1 Media Relations

"I am sending you out like sheep among wolves. Therefore be as shrewd as snakes and as innocent as doves." Matthew 10:16

Charities and other not-for-profit organisations are often subject to public scrutiny and need to be prepared to address adverse publicity. It is prudent for EWS to have a policy on the management of

crisis and media relations. This policy needs to be understood by all Board members, staff and volunteers to be effective.

Our Code of Ethics is very thorough in articulating the standards required of Staff and Associates and in detailing responses, both individually and corporately, to failures in meeting those standards. Negative publicity may arise from such a failure becoming a matter of public knowledge. It may also arise from inaccurate or malicious public information which has no foundation in fact. Whatever the origins, negative publicity can lead to a negative testimony for Christ, not to mention a loss of confidence by donors, a reduction in gift income, and difficulty in accomplishing our mission.

1.5.2 Practices

Staff and Associates need to report any potential problems as soon as practicable to their appropriate supervisor and then to the CCOM. This is to ensure leadership is aware of issues and is not caught unprepared. The CCOM will inform the Board Chairman if the level of risk warrants his involvement.

Only the CCOM is authorised to address the media. This responsibility may be passed to the Board Chairman if the CCOM and Chair decide this is appropriate. In the CCOM's absence the responsibility falls to the Acting CCOM or Chair.

Staff and Associates if approached by the media should be polite but refer such approaches to EWS HQ.

1.5.3 Media Strategy

The media strategy will answer the following questions:

- How are we responding to this issue?
- What is being done to protect beneficiaries/volunteers/the public?
- What is being done to ensure this never happens again?
- How do I protect the reputation of my organisation without appearing heartless?

When dealing with the media there are a few unbreakable rules.

- Never say 'no comment'. As it immediately labels you guilty. Rather say "the best person to comment on that is our CCOM" and give them the contact number (and ***immediately*** ring the CCOM before they do to brief him/her)
- Never speak 'off the record'. Do not say anything you are not prepared to have printed or recorded.
- Always be polite, helpful and honest (without implicating your organisation's reputation).

- Always keep your focus on the well being of your key stakeholders, and avoid discussion about financial losses, and other cold hard facts.

Have only one spokesperson, preferably the CCOM.

1.5.4 Conclusion

Whatever the origin of the crisis being managed, there is opportunity to learn and grow as individuals and as an organisation.