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| <b>Brief</b>           | <p>Access to the Internet is provided to selected employees for the benefit of SMSA and its customers. Employees are able to connect to a variety of business information resources around the world. This access is provided by approval and proper justification of their line managers.</p> <p>Conversely, the Internet is also replete with risks and inappropriate material. To ensure that all employees are responsible and productive Internet users and to protect the company's interests, the following guidelines have been established for using the Internet and e-mail.</p> <p>Note: The Internet is a very large, publicly accessible network that has millions of connected users and organizations worldwide. One popular feature of the Internet is e-mail.</p>  |
| <b>Purpose</b>         | To provide guidelines and to establish the rules for providing internet access to users.  |
| <b>Person Affected</b> | Covers all employees in Jordan  |
| <b>Guidelines</b>      | <p><b>Acceptable use:</b></p> <p>Employees using the Internet are representing the company. Employees are responsible for ensuring that the Internet is used in an effective, ethical, and lawful manner. Examples of acceptable use are:</p> <ol style="list-style-type: none"><li>1. Using Web browsers to obtain business information from commercial web sites.</li><li>2. Accessing databases for information as needed.</li><li>3. Using e-mail for business contacts.</li></ol> <p><b>Unacceptable use:</b></p> <p>Employees must not use the Internet for purposes that are illegal, unethical, harmful to the company, or nonproductive. Examples of unacceptable use are:</p> <ol style="list-style-type: none"><li>1. Sending or forwarding chain e-mail, or messages containing instructions to forward the message to others.</li><li>2. Broadcasting e-mail, i.e., sending the same message to more than 10 recipients or more than one distribution list.</li><li>3. Conducting a personal business using company resources.</li><li>4. Transmitting any content that is offensive, harassing, or fraudulent.</li><li>5. Accessing sites not permitted under the laws of Jordan for e.g. pornographic etc.</li></ol> |

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|  | <p><b>Downloads:</b></p> <p>File downloads from the Internet are <u>NOT</u> permitted unless specifically authorized in writing by the Country General Manager.</p> <p><b>Employee responsibilities:</b></p> <p>An employee who uses the Internet or Internet e-mail shall:</p> <ol style="list-style-type: none"><li>1. Ensure that email and internet are only to be used for official correspondence (Internal and External)</li><li>2. Ensure that important mails are never left unattended in any circumstances.</li><li>3. Make sure that all mails need to be answered/ actioned in a timely manner.</li><li>4. Ensure not to send unnecessary attachments, jokes, chain emails, pornographic, obscene or offensive material or respond to junk emails that are not business-related.</li><li>5. Make sure that regular housekeeping and archive mails are managed so as not to exceed the allocated quota.</li><li>6. Ensure SMSA Security Information is upheld at all times.</li><li>7. Email or internet should not be used for Spamming or bulk messaging unless you have obtained a proper authorization from your manager or IT Department.</li><li>8. Do not visit websites that are not considered business-related or make any download unless pre-authorized.</li><li>9. Do not download any software in your PC or laptop without being authorized to do so.</li><li>10. Do not share your username or password.</li><li>11. Do not use external email systems for business purpose until authorized to do so.</li><li>12. Automatic forwarding of emails to personal emails is forbidden.</li></ol> <p><b>Copyrights:</b></p> <p>Employees using the Internet are not permitted to copy, transfer, rename, add, or delete information or programs belonging to others unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action by the company and/or legal action by the copyright owner.</p> |
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|                | <p><b>Monitoring:</b></p> <p>All messages created, sent, or retrieved over the Internet are the property of the company and <i>may be regarded as public information</i>. SMSA Express reserves the right to access the contents of any messages sent over its facilities if the company believes, in its sole judgment, that it has a business need to do so.</p> <p>All communications, including text and images, can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver. This means don't put anything into your e-mail messages that you wouldn't want to be required to explain in a court of law.</p> <p><b>Computer viruses:</b></p> <p>Computer viruses are programs designed to make unauthorized changes to programs and data. Therefore, viruses can cause destruction of corporate resources.</p> <p><b>Background:</b></p> <p>It is important to know that:</p> <ol style="list-style-type: none"><li>1. Computer viruses are much easier to prevent than to cure.</li><li>2. Defenses against computer viruses include protection against unauthorized access to computer systems, using only trusted sources for data and programs, and maintaining virus-scanning software.</li></ol> |
| <b>General</b> | Any exceptions to the policy must be approved by the Country General Manager   |