Internet, Email, Mobile Phone, Telephone & Social Media Use Policy

"The Safer Option"

1. Purpose

Riverina Traffic Services Pty Ltd (RTS) recognises that internet access, email, telephones, mobile phones, and social media are essential tools for modern business operations. This policy establishes clear expectations for the responsible, lawful, and professional use of these communication technologies to protect RTS, its workers, clients, and reputation.

2. Scope

This policy applies to all RTS employees and any other persons engaged by RTS, whether working on-site, remotely, or off-site.
It applies to:

- RTS-owned devices and systems; and
- Personal devices used for RTS work or while on RTS worksites.

3. Policy Statement

RTS expects all workers to use communication systems responsibly, ethically, and in a manner that:

- Supports operational effectiveness and safety
- Complies with legal and regulatory obligations
- Maintains professional standards of conduct
- Protects RTS information, reputation, and relationships

Misuse of communication systems may result in disciplinary action, up to and including termination of employment or contract.

4. Internet Use

4.1 Acceptable Use

Internet access is provided primarily for business purposes, including:

- Job-related research and communication
- Accessing work systems, rosters, and training
- Client and supplier interactions

Limited personal use may be permitted provided it:

- Does not interfere with work duties
- Does not consume excessive time or resources
- Does not breach this policy or any RTS policy

4.2 Prohibited Use

Workers must not use the internet to:

- Access or distribute offensive, discriminatory, harassing, or explicit material
- Engage in illegal activities or copyright infringement
- Download unauthorised software or files
- Bypass security controls or monitoring systems
- Conduct personal business or commercial activities unrelated to RTS

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5. Email Use

5.1 Professional Standards

RTS email systems must be used in a professional manner at all times. Emails must:

- Be accurate, respectful, and work-related
- Not contain offensive, defamatory, or discriminatory content
- Not misrepresent RTS or its position

5.2 Security and Confidentiality

Workers must:

- Protect login credentials
- Not share confidential or sensitive information without authorisation
- Be alert to phishing, scams, and suspicious attachments

Unauthorised forwarding of RTS emails or documents to personal accounts is prohibited unless approved by management.

6. Mobile Phones (Personal and RTS-Issued)

6.1 General Use

Mobile phones must not interfere with:

- Work performance
- Safety-critical tasks
- Compliance with traffic control procedures and WHS requirements

Use of mobile phones while performing active traffic control duties is strictly prohibited, except where required for work-related communication and authorised by a Team Leader or Supervisor.

6.2 Safety-Critical Restrictions

Workers must not:

- Use mobile phones while directing traffic or controlling pedestrian movements
- Use phones in hazardous zones unless required for work and risk-controlled
- Use phones while driving, except via approved hands-free systems and in accordance with road laws

7. Telephones (Landline and Mobile)

RTS telephones are provided for business communication. Workers must:

- Use professional language at all times
- Not make excessive personal calls
- Not engage in abusive, threatening, or inappropriate conversations

All calls may be monitored or logged where lawful and necessary for business or safety reasons.

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8. Internet and Mobile Phone Use on RTS Worksites

While on RTS worksites:

- Personal internet browsing and social media use must be limited to authorised breaks
- Devices must not be used in a manner that distracts from situational awareness
- PPE and site safety rules remain applicable at all times

Failure to comply may result in immediate removal from site.

9. Social Media Use

9.1 General Principles

Workers must ensure that their social media activity does not:

- Damage the reputation of RTS
- Breach confidentiality or privacy
- Harass, bully, or discriminate against others
- Create a conflict of interest

9.2 RTS Representation

Workers must not:

- Represent themselves as speaking on behalf of RTS unless authorised
- Post RTS logos, documents, client details, or site photos without approval
- Comment publicly on RTS incidents, investigations, or internal matters

9.3 Personal Accounts

Even when using personal accounts, workers must exercise care where:

- RTS is identified as their employer
- Colleagues, clients, or worksites are referenced

Online conduct that breaches RTS policies may result in disciplinary action, regardless of whether it occurs outside working hours.

10. Monitoring and Privacy

RTS reserves the right, where lawful, to:

- Monitor internet usage, emails, and communications
- Access RTS systems and devices for security, operational, or investigative purposes

Workers should have no expectation of privacy when using RTS systems.

11. Breaches and Disciplinary Action

Breaches of this policy may result in:

- Retraining
- Formal warnings
- Removal of system access

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- Termination of employment or contract

Serious breaches may be reported to external authorities where required.

12. Related Policies and Legislation

- Code of Conduct
- WHS Policy
- Privacy Policy
- Bullying, Harassment and Discrimination Policy
- Work Health and Safety Act 2011 (NSW)
- Privacy Act 1988 (Cth)
- Road Rules and Mobile Phone Laws (NSW)

13. Review and Approval

This policy will be reviewed:

- At least annually, or
- Following legislative changes, incidents, or system upgrades

Signed by Chief Executive Officer:

Shane Egan: …… 12/02/2026
(Name) (Signature) (Date)

Owner	Riverina Traffic Services Pty Ltd
Date of Adoption/Amendment	**Revision No:**
29 January 2019	1
24 February 2023	2
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