**Sample Acceptable Usage Policies**

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# 1. Requirements

Workvivo has put together some sample Acceptable Usage Policies (AUP) to help you write a policy for your organization’s Workvivo platform.

The purpose of the Acceptable Usage Policy is to set guidelines on appropriate use of the Workvivo platform – all users will be required to read and acknowledge this policy when logging into Workvivo for the first time.

If your Organization has a suitable AUP available already, you can share this with your Project Manager who will add it to the Workvivo platform on your behalf.

If you are writing a new policy as part of the Workvivo Onboarding Project, feel free to review the sample policies below.

You can update your AUP directly via the Admin Panel on the platform. Please see the guidelines below:

# 2. Sample Policy One

Title: Workvivo Acceptable Usage Policy

Content:

Policy Overview and Objectives

[COMPANY NAME] wants all employees to feel engaged and listened to on Workvivo. It also wants to ensure all posts are relevant and beneficial to employees. For this reason, content moderation is in place on the site to ensure content is appropriate, fair and inclusive. The aim of this document is to provide information on the [COMPANY NAME] content moderation policy and guidelines to ensure appropriate use of the Workvivo platform.

This policy must be read in conjunction with all other [COMPANY NAME] employee policies applicable as per your relevant geographic location and site.

Scope

This policy applies to all employees and users of [COMPANY NAME]

Guidelines for Use

All Workvivo users should adhere to the following guidelines when submitting content.

* Workvivo is a space for employee engagement and interaction and users should refrain from any conduct that would not otherwise be considered appropriate or acceptable in the workplace.
* Users are personally responsible for what they post on the platform.
* Respect for other users and user comments are essential.
* Content that contains any of the following is strictly prohibited and will not be tolerated;
  + Obscene comments
  + Profanities
  + Spam, or spam-like messages
  + Comments of a discriminatory nature
  + Bullying directed towards others
  + Content that is confidential or contains business-sensitive information about the [COMPANY NAME], its clients or partners including any proprietary information (unless it has already been released into the public domain).
  + Content that might reasonably be expected to have the effect of damaging the reputation or professional standing of the [COMPANY NAME], its clients or partners except to the extent of local legislation.
  + Content that has the potential to negatively affect the [COMPANY NAME], its clients, partners or employees except to the extent of local legislation.
* Workvivo is a space for work-related content only.
* Posting images taken in environments not related to work or work events is not permitted.
* Content should be kept simple and to-the-point.
* It is not permissible to advertise commercial products and services. Employees may mention relevant products and services as long as they are associated with [COMPANY NAME]*.*
* Users should always be mindful of what they are posting and review content in an objective manner before uploading. If in doubt, they should ask someone to review it for them. It is important to think through the consequences of what is being submitted before posting.
* Users must be aware of Data Protection rules as per the [COMPANY NAME] Data Protection and Customer Privacy Policies. Users should show proper consideration for others' privacy at all times.
* If an employee realises they have made a mistake, they should be the first to point it out and correct it quickly.
* Use of Workvivo must not interfere with normal work duties and commitments.

[COMPANY NAME] reserves the right to remove from the Workvivo platform any content that it or its designated content moderators interpret as being in breach of any aspect of this policy.

Enforcement

Non-compliance with this policy may lead to corrective action, up to and including dismissal. This policy is not exhaustive. In situations that are not expressly governed by this policy, employees must ensure that their use of Workvivo is at all times appropriate, consistent with their responsibilities towards [COMPANY NAME] and in compliance with its policies. If an employee has any doubts or queries regarding this policy or any of its requirements they should consult with their manager.

Declaration message: I have read, understood and accept the Terms of Use for the platform

# 3. Sample Policy Two

### Title: Acceptable Usage Policy

### Content:

Workvivo is an employee engagement platform that connects the people in [COMPANY NAME] to the organisation and its goals.

Applies to all employees

Employees should be aware that the organisation participates in and regularly monitors Workvivo in reference to its work and to keep abreast of general commentary. The organisation does not monitor Workvivo for specific employee content on an ongoing basis, however employees should not expect privacy in this regard and will be asked to participate in team surveys on a regular basis. The organisation reserves the right to utilise for disciplinary purposes any information that could have a negative effect on the organisation or its employees, which management comes across in regular monitoring, or is brought to the organisation’s attention by employee or Workvivo administrator.

All employees are prohibited from using or publishing information on any social media sites, where such use has to potential to negatively affect the organisation or its staff and [COMPANY NAME] reserve the right to suspend usage and or access to Workvivo if it feels it necessary do so.

Rules regarding usage

All employees must adhere to the following when engaging in social media.

1. You are personally responsible for what you post or publish on Workvivo. Where it is found that any information breaches any policy, such as breaching confidentiality or bringing the organisation into disrepute, you may face disciplinary action up to an including dismissal.
2. Be respectful at all times, in both the content and tone of what you say. Show respect to your audience, your colleagues and customers and suppliers. Do not post or publish any comments which would be seen as unacceptable in the workplace or in conflict with the organisation’s goals.
3. Negative references or comments relating to professional attributes, are not permitted to be made about employees, former employees, customers or suppliers on the site.
4. It is very important that employees immediately report any inappropriate activity or behaviour regarding the organisation, its employees or third parties.

In additions to the above rules, there are a number of key guiding principles that employees should note when using social media tools.

- Always remember content is not private  
- No inappropriate images or comments should be posted - No Foul or Abusive language

Enforcement

Non-compliance with the general principles and conditions of this policy and the related internet, e-mail and confidentiality policies may lead to disciplinary action.

This policy is not exhaustive. In situations that are not expressly governed by this policy, you must ensure that your use of Workvivo and the internet is at all times appropriate and consistent with your responsibilities towards the organisation. In case of any doubt, you should consult with your manager.

**Workvivo Policy Declaration:**I have been issued and have read a copy of the Workvivo policy of [COMPANY NAME]. I clearly understand all the policies and procedures outlined in this document.

Declaration message: I have read, understood and accept the Terms of Use for the platform

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# 4. Sample Policy Three

### Title: Usage Terms & Conditions

### Content:

**INTRODUCTION**

This document sets out the [COMPANY NAME] policy for users as a guide to ensure appropriate use of the platform.

This document must be read in conjunction with all other Staff policies related the use of social media, emails, and maintaining confidentiality.

This document applies to all Staff and users of the Intranet.

**ROLE OF THE INTRANET**

[COMPANY NAME]’s Intranet has been developed as a single, branded gateway that connects users to ‘all things [COMPANY NAME]. It is an intuitive platform, aligned to employees’ own online experience and expectations outside the office. It is both desktop and mobile enabled.

The Intranet enables greater collaboration across a growing and increasingly dispersed/remote workforce. In summary, it aims to:

* Solve problems: through timely and relevant access to important information and support;
* Enable teams to share their stories: to inspire one another, celebrate successes and demonstrate impact;
* Empower teams: give each a voice and a way to tap into organisational knowledge;
* Improve business efficiency: build and support a successful working culture.

**KEY FUNCTIONALITY**

There are three key components to the Intranet, each serving a specific function:

* Enterprise social layer: enabling teams to share, communicate, engage and collaborate in an informal setting, regardless of location or device used.
* Application launcher: the platform integrates seamlessly with all current desktop/mobile applications in use; it does not intend to replicate them.
* Document launcher: the platform integrates seamlessly with all document libraries hosted on [location]; these (e.g. policies and procedures) are the de-facto ‘versions of truth’.

**USAGE GUIDELINES**

**[ Rules of Engagement ]**

Staff must adhere to the following rules of engagement:

1. Each Staff member is personally responsible for what is being posted or published on the Intranet. Where it is found that any information breaches any policy, such as breaching confidentiality or bringing the organisation into disrepute, a person may face disciplinary action up to an including dismissal.
2. Be respectful at all times, in both the content and tone of what you say. Show respect to colleagues. Do not post or publish any comments which would be seen as unacceptable in the workplace or in conflict with [COMPANY NAME]’s goals or values.
3. Negative references or comments relating to professional attributes, are not permitted to be made about Staff, former Staff or any other internal or external stakeholders.
4. It is very important that Staff immediately report any inappropriate activity or behaviour to their immediate Line Manager.
5. In addition to the above rules, there are a number of key guiding principles that Staff shall note when using the Intranet:

* Remember: content is not private.
* The Intranet is an informal space for employee engagement, collaboration and knowledge-sharing. It does not replace day-to-day project management within teams.
* The platform is an INTERNAL communication space only; content should not be shared externally.
* The Intranet is a business tool and the first source of [COMPANY NAME] news; [COMPANY NAME] encourages users to move away from broadcasting information destined for a large number of staff via email.
* Where a Staff member realises they have made a mistake, they shall be the first to point it out and correct it quickly.
* Use of the platform must not interfere with normal work duties and commitments.

**[ Posting to the Intranet Homepage ]**

Owners, Administrators and Members have posting rights to the Intranet Homepage. The first two roles reference members of the Executive Committee (including their assistants), the [COMPANY NAME] Communications Team (for all [COMPANY NAME] corporate news), and all Regional and Departmental Heads (for important updates aligned with business strategy, etc.). Members reference all other Staff.

**[ Posting to Spaces ]**

Content shared within individual Spaces will be shared among Space members only. Spaces may be Corporate (all Staff with a [COMPANY NAME] e-mail address are automatically enrolled), Private (by invitation only) or Open (anyone can view or join by request). All members of a Space have posting rights. Space Owners also assume the role of Moderator, ensuring content is appropriate.

**[ Moderation ]**

[COMPANY NAME] wishes all Staff to feel engaged and listened to. It also wants to ensure all posts are relevant and beneficial to Staff. For this reason, content moderation is in place on the site to ensure content is appropriate, fair and inclusive.

The organisation reserves the right to remove from the Intranet any content that it or its designated content moderators interpret as being in breach of any aspect of this policy.

Note: There is a ‘Report Post’ function - available to all users - at the top right-hand corner of each post (shown as ‘…’). The moderator for that area of content will be alerted and will make a judgement call, based on this policy document, on whether or not the post needs to be removed. The Moderator’s decision is final.

**[ Enforcement ]**

Non-compliance with the general principles and conditions of this policy and related privacy, social media, email and confidentiality policies may lead to disciplinary action.

This policy is not exhaustive. In situations that are not expressly governed by this policy, Staff must ensure that their use of the Intranet is at all times appropriate and consistent with their responsibilities towards [COMPANY NAME]. In case of any doubt, consult with immediate Line Manager.

**[ User Provisioning ]**

Human Resources uploads ‘live’ employee data via the back end of the Intranet on an ongoing basis (e.g. monthly). This populates key fields (e.g. job title) which in turn enables key functionality on the site (e.g. the creation of the organisational charts). Human Resources manages the databases between uploads. It ensures data relating to new joiners is uploaded, as well as any new information regarding existing employees (e.g. revised job titles or changes to line management, etc.).

To ensure the user experience remains high, [COMPANY NAME] encourages users to engage directly with Human Resources if there are any changes to their personal details that do not seem to be captured on the system (e.g. photos, job titles and telephone numbers).

**[ Intranet Ownership ]**

Use the following Points of Contact for common functionality questions:

To add new Users (e.g. new joiners), update photo, job title, Line Manager or contact details:

NAME, Job Title

t: xxxxxxx

E: xxxx@example.com

To create new Countries, Teams or Spaces:

NAME, Job Title

t: xxxxxx

E: xxxx@example.com

For general Workvivo functionality questions, future development or contracting queries:

NAME, Job Title

t: xxxxxx

E: xxxx@example.com

This policy can be found in 'Policies & Procedures', accessible directly via the App Launcher on the left-hand side of the Intranet homepage. It is also available under the User Menu on desktop.

*Last updated: 03 March 2020*

Declaration message: I have read, understood and accept the Terms of Use for the platform

# 5. Sample Policy Four

Policy Overview and Objectives

[COMPANY NAME] and its affiliates want all employees to feel engaged and listened to on Workvivo. [COMPANY NAME] also wants to ensure all posts are relevant and beneficial to employees. For this reason, content moderation is in place on the site to ensure content is appropriate, fair and inclusive. The aim of this document is to provide information on [COMPANY NAME]’s content moderation policy and guidelines to ensure appropriate use of the Workvivo platform.

This policy must be read in conjunction with all other [COMPANY NAME] employee policies applicable as per your relevant geographic location and site.

Scope

This policy applies to all [COMPANY NAME] employees.

This policy is not intended to, and the policy will not be applied in a way that would, restrict or otherwise interfere with an employee’s right to engage in concerted activity under the National Labor Relations Act or other legally protected activities, including the right to self-organize, form, join or assist labor organizations, to bargain collectively with representatives of their choosing, or to engage in other concerted activities for the purpose of collective bargaining or other mutual aid or protection, or to refrain from engaging in such activities. For example, this policy does not restrict employee use of Workvivo to communicate with co-workers or others about the terms and conditions of their employment, such as wages, benefits, or working conditions.

Guidelines for Use

All Workvivo users should adhere to the following guidelines when submitting content.

1. Workvivo is a space for employee engagement and interaction and users should refrain from any conduct that would not otherwise be considered appropriate or acceptable in the workplace, subject to applicable state, federal and country specific law
2. Users are personally responsible for what they post on the platform.
3. Respect for other users and user comments are essential.
4. Content that contains any of the following is strictly prohibited and will not be tolerated:
   1. Obscene, vulgar, or sexually explicit comments;
   2. Profanities or offensive language;
   3. Spam or spam-like messages;
   4. It is only permissible to advertise commercial products and services related to [COMPANY NAME].
   5. Comments that violate [COMPANY NAME]’s policies against unlawful discrimination, harassment, or retaliation;
   6. Bullying, malicious or threatening, comments directed at others;
   7. Content that supports illegal activities under local, state, federal or country specific law;
   8. Content that is confidential or contains business-sensitive information about [COMPANY NAME], its clients, or its partners, including any proprietary information (unless it has already been released into the public domain); or
   9. Content that is defamatory, intentionally false, or made with the intent to deceive that would result in damage to the reputation or professional standing of [COMPANY NAME], its clients, or its partners, subject to applicable state, federal and country specific law.
5. Workvivo is a space for work-related content.
6. Content should be kept simple and to-the-point.
7. Users may not comment on behalf of [COMPANY NAME] or identify their comments as reflecting or representing those of [COMPANY NAME] unless they are designated, authorized spokespersons.
8. Users may not duplicate or disseminate content from Workvivo to individuals outside [COMPANY NAME]. This prohibition is subject to applicable state, federal and country specific law, and does not prohibit users from discussing employment related matters, engaging in protected concerted activity, or engaging in whistleblowing activity.
9. Users should always be mindful of what they are posting and review content in an objective manner before uploading. If in doubt, they should ask someone to review it for them. It is important to think through the consequences of what is being submitted before posting.
10. Users must be aware of Data Protection rules as per [COMPANY NAME]’s Privacy Policy, which may be found at [LOCATION]. Users should show proper consideration for others' privacy at all times.
11. If users realize they have made a mistake, they should be the first to point it out and correct it quickly.
12. Users may not share passwords or login information. Accessing or using another user’s account is prohibited.
13. Use of Workvivo must not interfere with normal work duties and commitments.

[COMPANY NAME] reserves the right to remove from the Workvivo platform any content that it or its designated content moderators interpret as being in breach of any aspect of this policy.

Monitoring, Searches, and No Expectation of Privacy

Users should understand that they have no expectation of privacy in any activities conducted on Workvivo. [COMPANY NAME] has the right to gain access to any information that is transmitted, received, or stored by Workvivo. [COMPANY NAME] has the right to gain access to this information with or without the user’s knowledge, consent, or approval.

Enforcement

Employees should promptly report all violations of this policy, including all incidents of harassing, discriminatory, or retaliatory content, to [CONTACT PERSON/TEAM]. [COMPANY NAME] will protect the confidentiality of complaints of unlawful conduct to the extent possible. [COMPANY NAME] will resolve the complaint and take appropriate remedial measures such as corrective action, up to and including dismissal. An employee who reports incidents or complaints to [CONTACT PERSON/TEAM] in good faith may not be subject to retaliation. Retaliation is a serious violation of this policy and should be reported immediately.

This policy is not exhaustive. In situations that are not expressly governed by this policy, employees must ensure that their use of Workvivo is at all times appropriate, consistent with their responsibilities towards [COMPANY NAME] and in compliance with [COMPANY NAME]’s policies. If employees have any doubts or queries regarding this policy or any of its requirements they should consult with their manager or the HR team.