



## Policy Manual

Section:	Corporate Services
Subject:	<b>Electronic Monitoring Policy</b>
Policy Number:	051
Policy Implementation Date:	October 11, 2022
Approved By:	Council (R22-10-863)
Prepared By:	Jack Barron, Manager, Information Technology

### 1.00 Overview

Per the Employment Standards Act, 2000 (ESA), effective October 11, 2022, employers that employ 25 or more employees on January 1 of any year are required to have a written policy on the electronic monitoring of employees in place.

### 2.00 Purpose

The purpose of this policy is to provide employees with information pertaining to how The Corporation of the Town of Essex ("The Town") monitors its employees electronically, and the purposes for doing so. This policy requirement does not establish a right for employees not to be electronically monitored by their employer and does not create any new privacy rights for employees.

### 3.00 Scope

This policy applies to all employees working for The Town. This includes where the employee works from home, at the employer's workplace, in the community, or under a hybrid "workplace/home" model.

### 4.00 Definitions

For the purpose of this policy,

**Electronic Monitoring:** Includes all forms of employee monitoring that is done electronically. This may include but is not limited to: use of GPS tracking, surveillance cameras, product scanners, payroll clock-in systems, computer and internet activities.

**“Employment Standards Act, 2000 (ESA)”** is an Act that establishes the minimum standards for basic conditions of employment. It also lays out the legal rights and duties of employers and employees.

## 5.00 Guidelines

The Town engages in the use of electronic monitoring of its employees. The below table provides a description of how The Town may perform electronic monitoring of its employees, a description of the circumstances in which The Town monitors its employees, and the purpose for which information obtained through electronic monitoring may be used by The Town. The stated purpose for electronic monitoring does not limit The Town to use the information only for its’ stated purpose.

Tool	Circumstances	How	Purpose
Business Communication Platform	As needed	All Communications sent through the Company’s authorized business communication platform are accessible by the administrators of the platform.	<ul style="list-style-type: none"> <li>• Network security</li> <li>• Compliance with company policies and procedures</li> <li>• Employee performance</li> <li>• Business needs (recount/recall of information)</li> </ul>
GPS Devices	All company vehicles regularly.	GPS program in vehicle able to track speed, driver routes, and locations.	<ul style="list-style-type: none"> <li>• Security</li> <li>• Business needs (proof of delivery etc.)</li> <li>• Employee health and safety (in case of emergency)</li> <li>• Compliance with company policies and procedures</li> </ul>
Internal Work Order Systems	Continuous	Unique logins are used by employees when actions are performed: employees’ names are attached to those actions and may be reviewed by the administrator of the system.	<ul style="list-style-type: none"> <li>• Business needs (search, record of work orders)</li> <li>• Compliance with company policies and procedures</li> </ul>

Point of Sale (POS) Systems	Continuous	Unique codes are used by employees when transactions are performed: employees' names are attached to those transactions and may be reviewed by the administrator of the system.	<ul style="list-style-type: none"> <li>Tracking sales and sales discrepancies (low margin reporting, returns, exchanges, overrides)</li> <li>Compliance with company policies and procedures</li> </ul>
Video Surveillance System	Continuous	Video cameras record any activity in the frame within their location.	<ul style="list-style-type: none"> <li>Security</li> <li>Loss prevention</li> <li>Employee Health and Safety</li> <li>Compliance with company policies and procedures</li> </ul>
Network Monitoring	Continuous	<p>Packet analysis and log Collection</p> <p>Application monitoring</p> <p>Scan and filter web traffic</p>	<ul style="list-style-type: none"> <li>Protect the integrity and availability of the network</li> <li>Cyber Security</li> <li>Protects against unauthorized access</li> <li>Blocks unauthorized web traffic</li> </ul>
Emails	As needed	Records of emails sent and received from company accounts/email addresses are accessible to be reviewed by the administrator of the accounts/addresses.	<ul style="list-style-type: none"> <li>Business needs (recount/recall of information)</li> <li>Cyber security</li> <li>Compliance with company policies</li> </ul>
Account Authentication	Continuous	All authentication traffic using Town of Essex accounts on premise or remote access	<ul style="list-style-type: none"> <li>Protects for unauthenticated access</li> <li>Network Security</li> </ul>
Printers\ Copiers	Continuous	Built-in Copier Applications	<ul style="list-style-type: none"> <li>Tracks copies prints and use of scan to email</li> </ul>
Company Provided Cell Phones	As needed	<p>Monthly statements of company cell phones are provided to</p> <p>Senior Management /IT Department and may track usage of devices to see what</p>	<ul style="list-style-type: none"> <li>Usage within designated cell plan limit</li> <li>Cyber security</li> </ul>

		<p>sites are visited, what programs are being used and what data is being stored on the device.</p> <p>GPS tracking in cell phones may be used in case of emergency to locate employees or lost devices.</p>	<ul style="list-style-type: none"> <li>• Employee health and safety (in case of emergency)</li> <li>• Compliance with company policies and procedures</li> </ul>
Company Provided Tablet, Laptop, Computers	As needed	Senior Management /IT Department may track usage of devices to see what sites are visited, what programs are being used and what data is being stored on the device.	<ul style="list-style-type: none"> <li>• Cyber security</li> <li>• Compliance with company policies and procedures</li> </ul>
Key Fob	As needed	Employees are given Key Fobs to enter the building. Key Fobs are associated with employee names, and each swipe is tracked in a log which is accessible by the system administrators.	<ul style="list-style-type: none"> <li>• Security</li> <li>• Compliance with Company Policies and Procedures</li> </ul>
Alarm System	Continuous	Users of the system have unique code identifier, when codes are used, they are entered into an electronic log which is accessible by system administrators.	<ul style="list-style-type: none"> <li>• Security</li> <li>• Compliance with company policies and procedures</li> </ul>
Systems 24-7	As needed	Systems administrators can track online training completion, signs offs, accessing of items on the site through reports.	<ul style="list-style-type: none"> <li>• Record keeping</li> <li>• Employee performance</li> <li>• Cyber security</li> <li>• Compliance with company policies and procedures</li> </ul>

### Use and Disclosure of Information

In circumstances where information and data collected would be considered potentially personal or private information (i.e. surveillance footage, written communication, etc.), the information and data collected will be kept confidential. Personal or private information

obtained will not be disclosed unless the disclosure is necessary for the purposes of investigating or taking corrective action with respect to the incident or complaint or is otherwise required by law.

All other information and data collected will be used for the purposes as stated in this policy. In addition, the Town may use any data collected as needed for the following:

- To ensure the safety of its employees, customers, clients, contractors, and visitors
- To evaluate the performance of employees
- To improve organizational functions

### Evaluation

This policy will be reviewed annually. If changes are made, a copy of the updated policy will be posted within 30 days of the changes being made. A copy of the policy no longer in effect will be kept on file for at least 3 years.

## 6.00 References and Related Documents

- Employment Standards Act, 2000 Part XI.1
- Video Surveillance Policy (Policy - 021)

## 7.00 Acknowledgement

I, \_\_\_\_\_, acknowledge that I have read and understand the "Electronic Monitoring Policy"

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### CHANGE RECORD LOG

Revision Level	Revision Date	Prepared By: (Position Title)	Approved By: (Position Title)	Description of Change
A	10/11/2022	J. Barron Manager, IT	K. Giurissevich Director, Corporate Services	<ul style="list-style-type: none"><li>• Creation of new policy</li></ul>