



ONLINE SAFETY POLICY

School update	
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Related policies	Safeguarding Behaviour Preventing Extremism Cyber bullying Consensual and Non-Consent Sharing of Nudes/Semi-Nudes Bring Your Own Device (BYOD) Policy IT Acceptable Use Policy

Uploaded to Staff Shared	May 2025
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1. Key RMS contacts

Designated Safeguarding Lead (DSL), Deputy Head, Pastoral	Ms Alison Davies	adavies@rmsforgirls.com
Director of Finance and Operations (DFO)	Mrs Emma Ghosh	dfo@rmsforgirls.com
Network Manager / IT support	Mr Phil Elder	itsupport@rmsforgirls.com
Data Protection Lead	Mrs Teresa Clowes	tclowes@rmsforgirls.com

2. Aims and Objectives

It is the duty of The Royal Masonic School For Girls (RMS) to ensure that every pupil in its care is safe; and the same principles apply to the digital world as apply to the real world. Online communications and technology provide opportunities for enhanced learning, but also pose great risks to young people. Our pupils are therefore taught how to stay safe in the online environment and how to mitigate risks, including but not limited to the risk of bullying, harassment, grooming, stalking, abuse and radicalisation and identity theft.

Technology is continually enhancing communication, the sharing of information, learning, social interaction and leisure activities. However, many information technologies, particularly online resources, are not effectively policed. All users need to be aware, in an age-appropriate way, of the range of risks associated with the use of these internet technologies. Current and emerging technologies used in and outside of school include:

- Websites;
- Email and instant messaging;
- Blogs, forums and chat rooms;
- Mobile internet devices such as smartphones and tablets;
- Social networking sites;
- Music / video downloads;
- Gaming sites and online communities formed via games consoles;
- Instant messaging technology via SMS or social media sites;
- Video calls;
- Podcasting and mobile applications;
- Virtual and augmented reality technology; and
- Artificial intelligence.

This policy, supported by the IT Acceptable Use Policy for all staff, visitors and pupils, is implemented to protect the interests and safety of the whole school community. It aims to provide clear guidance on how to minimise risks and how to deal with any infringements. It is linked to the following school policies:

- Safeguarding Part 1 & 2
- Prevent - Strategy for preventing extremism
- Staff Code of Conduct;
- Behaviour & Rewards Policy;
- Data Protection Policy and Privacy Notice/s;
- Educational Trips Policy
- Lifeskills and RSE policies

At RMS, we understand the responsibility to educate our pupils on online safety issues; teaching them the appropriate behaviours and critical thinking skills necessary to enable them to remain both safe and within the law when using the internet and related technologies in and beyond the classroom. We also understand the importance of involving pupils in discussions about online safety and listening to their fears and anxieties as well as their thoughts and ideas.

3. Scope

This policy applies to all members of the school community, including staff, pupils, parents and visitors, who have access to and are users of the school IT systems. In this policy:

- “staff” includes teaching and non-teaching staff, governors, and volunteers;
- “parents” includes pupils’ carers and guardians; and
- “visitors” includes anyone else who comes to the school.

- Pupils includes all pupils under and over the age of 18.

Both this policy, and the Acceptable Use policies, cover both fixed and mobile internet devices provided by the school (such as PCs, laptops, webcams, tablets, whiteboards, digital video equipment, etc.); as well as all devices owned by pupils, staff, or visitors and brought onto school premises (personal laptops, tablets, smart phones, etc.).

In designing this policy, the school has considered the “4Cs” outlined in KCSIE (content, contact, conduct and commerce) as the key areas of risk. However, the school recognises that many pupils will have unlimited and unrestricted access to the internet via mobile phone networks. This means that some pupils, may use mobile technology to facilitate child-on-child abuse, access inappropriate or harmful content or otherwise misuse mobile technology whilst at school. The improper use of mobile technology by pupils, in or out of school, will be dealt with under the school’s Behaviour, Rewards and Sanctions Policy and Safeguarding Policies as is appropriate in the circumstances.

4. Roles and responsibilities in relation to online safety

All staff, governors and visitors have responsibilities under the safeguarding policy to protect children from abuse and make appropriate referrals. The following roles and responsibilities must be read in line with the Safeguarding Policies.

4.1 The Governing Body

The Governing Body has overall leadership responsibility for safeguarding as outlined in the Safeguarding and Child Protection Policy. The Governing Body of the school is responsible for the approval of this policy and for reviewing its effectiveness at least annually.

The Governing Body will ensure that all staff undergo safeguarding and child protection training, both at induction and with updates at regular intervals, to ensure that:

- all staff, in particular the DSL and Senior Leadership Team are adequately trained about online safety;
- all staff are aware of the expectations, applicable roles and responsibilities in relation to filtering and monitoring and how to raise to escalate concerns when identified;
- staff are aware of the school procedures and policies that should be followed in the event of the abuse or suspected breach of online safety in connection to the school.

4.2 Headteacher and the Senior Leadership Team

The Headteacher is responsible for the safety of the members of the school community and this includes responsibility for online safety. Together with the Senior Leadership Team, they are responsible for procuring appropriate filtering and monitoring systems, documenting decisions on what is blocked or allowed and why, reviewing the effectiveness of the filtering and monitoring provisions, overseeing reports and ensuring staff are appropriately trained.

4.3 The Designated Safeguarding Lead (DSL)

The DSL takes the lead responsibility for Safeguarding and Child protection at RMS. This includes a responsibility for online safety as well as the school’s filtering and monitoring system.

The DSL will ensure that this policy is upheld at all times, working with the Senior Leadership Team, and IT staff to achieve this. As such, in line with the Safeguarding policy, the DSL will take appropriate action if in receipt of a report that engages that policy relating to activity that has taken place online.

The DSL will work closely with the school's IT service providers to ensure that the school's requirements for filtering and monitoring are met and enforced. The DSL will review filtering and monitoring reports and ensure that termly checks are properly made of the system.

4.4 IT staff

The school's IT staff have a key role in maintaining a safe technical infrastructure at the school and in keeping abreast with the rapid succession of technical developments. They are responsible for the security of the school's hardware system, its data and for training the school's teaching and administrative staff in the use of IT. They monitor the use of the internet and emails, maintain content filters, and will report inappropriate usage to the DSL.

4.5 Teaching and support staff

All staff are required to sign and return the IT Acceptable Use Policy before accessing the school's systems. As with all issues of safety at this school, staff are encouraged to create a talking and listening culture in order to address any online safety issues which may arise in classrooms on a daily basis.

All staff must read and understand this Online Safety Policy and enforce it in accordance with direction from the DSL and the Senior Leadership Team as appropriate.

4.6 Pupils

Pupils are responsible for using the school IT systems in accordance with the IT Acceptable Use Policy which includes signature to this policy. [2024-25 IT acceptable use form pupils](#)

4.7 Parents and carers

RMS believes that it is essential for parents to be fully involved with promoting online safety both within and outside school. We regularly consult and discuss online safety with parents and seek to promote a wide understanding of the benefits and risks related to internet usage. The school will contact parents if it has any concerns about pupils' behaviour in this area and likewise it hopes that parents will feel able to share any concerns with the school.

5. Filtering and Monitoring

5.1 Introduction

RMS aims to provide a safe environment to learn and work, including when online. Filtering and monitoring are important parts of the school's safeguarding arrangements and it is vital that all staff understand the expectations, applicable roles and responsibilities in relation to filtering and monitoring.

Staff, pupils, parents and visitors should be aware that the school's filtering and monitoring systems apply to all users, all school owned devices and any device connected to the school's internet server. Deliberate access, or an attempt to access, prohibited or inappropriate content, or attempting to circumvent the filtering and monitoring systems will be dealt with under the Staff Code of Conduct or the Behaviour Policy, as appropriate.

The DSL will check once per term that the filtering and monitoring system are operating effectively – these checks must be recorded along with any appropriate action. From time to time the Safeguarding and/or Online Safety governor, the DSL will review the filtering and monitoring system, looking at the records of the checks. Such a review should occur before the beginning of every new academic year, however such reviews should occur if:

- there is a major safeguarding incident;

- there is a change in working practices; or
- if any new technology is introduced.

The school's filtering system blocks internet access to harmful sites and inappropriate content. The filtering system will block access to child sexual abuse material, unlawful terrorist content, adult content as well as, but not limited to, the following: Advertising, Hacking, Piracy, Malware and Games & Social Media (during school hours)]. If there is a good educational reason why a particular website, application, or form of content should not be blocked a pupil should contact the relevant member of teaching staff, who will then contact the Online Safety Coordinator and DSL for their consideration.

The school will monitor the activity of all users across all of the school's devices or any device connected to the school's internet server allowing individuals to be identified. In line with the school's Data Protection Policy and Privacy Notice/s, the IT Staff will monitor the logs daily. Any incidents should be acted upon and recorded. If there is a safeguarding concern, this should be reported to the DSL immediately. Teaching staff should notify the DSL if they are teaching material which might generate unusual internet traffic activity.

5.2 Staff:

If any member of staff has any concern about the effectiveness of the filtering and monitoring system, they must report the matter to the DSL immediately in line with the Safeguarding Policy; particularly if they have received a disclosure of access to, or witnessed someone accessing, harmful or inappropriate content. If any member of staff accidentally accesses prohibited or otherwise inappropriate content, they should proactively report the matter to the DSL.

While the filtering and monitoring system has been designed not to unreasonably impact on teaching and learning, no filtering and monitoring system can be 100% effective. Teaching staff should notify the head of their department and the DSL if they believe that appropriate teaching materials are being blocked.

5.3 Pupils:

Pupils must report any accidental access to materials of a violent or sexual nature or that are otherwise inappropriate to the Deputy Head Pastoral (Ms Davies), relevant teacher, tutor, housemistress or Head of Year. Deliberate access to any inappropriate materials by a pupil will be dealt with under the school's Behaviour Policy. Pupils should be aware that all internet usage via the school's systems and its Wi-Fi network is monitored.

Certain websites are automatically blocked by the school's filtering system. If this causes problems for school work / research purposes, pupils should contact a member of the IT staff for assistance.

6. Education and training

6.1 Staff: awareness and training

As part of their induction, all new teaching staff receive information on online safety, including the school's expectations, applicable roles and responsibilities regarding filtering and monitoring. This will include training on this Online Safety Policy.

All staff working with children are responsible for demonstrating, promoting and supporting safe behaviours in their classrooms and following the school's Online Safety procedures. These behaviours are summarised in the IT Acceptable Use Policy which must be signed and returned before use of technologies in school.

All staff receive regular information and training (at least annually) on online safety issues in the form of

INSET training and internal meeting time, and are made aware of their individual responsibilities relating to the safeguarding of children within the context of online safety. All supply staff and contractors receive information about Online Safety as part of their safeguarding briefing on arrival at school.

Teaching staff are encouraged to incorporate online safety activities and awareness within their subject areas and through a culture of talking about issues as they arise. They should know what to do in the event of misuse of technology by any member of the school community. When pupils use school computers, staff should make sure children are fully aware of the agreement they are making to follow the school's IT guidelines.

In accordance with the Safeguarding Policies, if there is a safeguarding concern a report must be made by staff as soon as possible if any incident relating to online safety occurs and be provided directly to the school's DSL.

6.2 Pupils: the teaching of online safety

Online safety guidance will be given to pupils on a regular basis. We continually look for new opportunities to promote online safety and regularly monitor and assess our pupils' understanding of it.

The school provides opportunities to teach about online safety within a range of curriculum areas and IT lessons. Educating pupils on the dangers of technologies that may be encountered outside school will also be carried out via RSE, by presentations in assemblies, as well as informally when opportunities arise.

At age-appropriate levels, pupils are taught about their online safety responsibilities and to look after their own online safety. Pupils are taught formally through Lifeskills, Safer Internet Day, Anti-Bullying as well as from the local community police officer about recognising online sexual exploitation, stalking and grooming, the risks, and of their duty to report any such instances they or their peers come across.] Pupils can report concerns to the DSL and any member of staff at the school.

Pupils are also taught about relevant laws applicable to using the internet such as those that apply to data protection, online safety and intellectual property. Pupils are taught about respecting other people's information and images (etc.) through discussion, learning activities, Lifeskills, Safer Internet Day, Anti-Bullying week and assemblies from the local community police officer.

Pupils should be aware of the impact of cyber-bullying and know how to seek help if they are affected by these issues (see also the school's Safeguarding / Anti Bullying / Sanctions Policies, which describes the preventative measures and the procedures that will be followed when the school discovers cases of bullying). Pupils should approach their tutor, Head of Year or Deputy Head Pastoral, or any other member of staff they trust, as well as parents, peers and other school staff for advice or help if they experience problems when using the internet and related technologies.

Pupils Year 9 upwards have specific education regarding AI as a separate topic.

6.3 Parents

The school seeks to work closely with parents and guardians in promoting a culture of online safety. The school will contact parents if it has any concerns about pupils' behaviour in this area and likewise it hopes that parents will feel able to share any concerns with the school.

The school recognises that not all parents and guardians may feel equipped to protect their child when they use electronic equipment at home. The school therefore arranges discussion evenings for parents about online safety and the practical steps that parents can take to minimise the potential dangers to their children without curbing their natural enthusiasm and curiosity. There is also information on MySchoolPortal and on the Wellbeing Hub. Parents are also encouraged to access the Vodafone Parental magazine.

7. Use of school and personal devices

7.1 Staff

School devices assigned to a member of staff as part of their role must have a password or device lock so that unauthorised people cannot access the content. Staff should only use the school device which is allocated to them for school work. When they are not using a device staff should ensure that it is locked to prevent unauthorised access. Chromebooks and ipads issued to staff are encrypted, to protect data stored on them.

Staff are referred to the Staff and Visitors BYOD Policy, staff code of conduct and IT Acceptable Use Policy for further guidance on the use of non-school owned electronic devices for work purposes.

Staff at RMS are permitted to bring in personal devices for their own use. Staff are not permitted under any circumstances to use their personal devices when taking images, videos or other recordings of any pupil nor to have any images, videos or other recording of any pupil on their personal devices. Please read this in conjunction with Safeguarding, Acceptable Use, Staff Code of Conduct and Educational Trips policies.

7.2 Pupils

If Y7-11 pupils, including boarders, bring in mobile devices (e.g. for use during the journey to and from school), they should be kept switched off and inside their Yondr pouch all day and will remain the responsibility of the child in case of loss or damage. They are locked in their Yondr pouch at the start of the day and unlocked as they leave school. Pupils in the sixth form are allowed to use their phones in Hind House only.

The school has introduced the use of pupil-owned devices as a teaching and learning tool and pupils are required to adhere to and sign the IT Acceptable Use Policy when using devices for school work. In particular, the IT Acceptable Use Policy requires pupils to ensure that their use of devices for school work complies with this policy and the IT Acceptable Use Policy prohibits pupils from using devices for non-school related activities during the school day.

Pupils are responsible for their conduct when using school issued or their own devices. Any misuse of devices by pupils will be dealt with under the School's Behaviour Policy.

The school recognises that mobile devices are sometimes used by pupils for medical purposes or as an adjustment to assist pupils who have disabilities or special educational needs. Where a pupil needs to use a mobile device for such purposes, the pupil's parents or carers should arrange a meeting with the Deputy Head Pastoral. These pupils will be given a medical Yondr pouch.

8. Online Communications

8.1 Staff

Any digital communication between staff and pupils or parents / carers must be professional in tone and content. Under no circumstances may staff contact a pupil or parent / carer / recent alumni (i.e. pupils over the age of 18 who have left the school within the past 12 months) or parents of recent alumni using any personal email address or SMS / WhatsApp. The school ensures that staff have access to their work email address when offsite, for use as necessary on school business. Personal telephone numbers, email addresses, or other contact details, may not be shared with pupils or parents / carers and recent alumni. Under no circumstances may staff contact a pupil or parent / carer and recent alumni using a personal telephone number, email address, or other messaging system nor should pupils, parents and recent alumni / their parents / carers be added as social network 'friends' or similar.

Staff must immediately report to the DSL / Headteacher the receipt of any communication that makes them feel uncomfortable, is offensive, discriminatory, threatening or bullying in nature and must not respond to any such communication. Staff must remain alert to the risk of fraudulent emails and should report emails they suspect to be fraudulent to the IT Staff.

8.2 Pupils

All pupils are issued with their own personal school email addresses for use on our network and by remote access. Access is via a personal login, which is password protected. This official email service may be regarded as safe and secure, and must be used for all school work. Pupils should be aware that email communications through the school network and school email addresses are monitored.

The school will ensure that there is appropriate and strong IT monitoring and virus software. Spam emails and certain attachments will be blocked automatically by the email system. If this causes problems for school work purposes, pupils should contact the IT team for assistance.

Pupils must not respond to any communication that makes them feel uncomfortable, is offensive, discriminatory, threatening or bullying in nature and should immediately report such a communication to a member of staff who should then refer it to the DSL.

9. Use of social media

9.1 Staff

Staff must not access any website or personal email which is unconnected with school work or business from school devices or whilst teaching / in front of pupils. Such access may only be made from staff members' own devices whilst in staff-only areas of school.

When accessed from staff members' own devices, staff must use social networking sites with extreme caution, being aware of the nature of what is published online and its potential impact on their professional position and the reputation of the school in accordance with the Staff Code of Conduct.

Any online communications, whether by email, social media, private messaging or other, must not:

- place a child or young person at risk of, or cause, harm;
- bring RMS into disrepute;
- breach confidentiality;
- breach copyright;
- breach data protection legislation;
- or do anything that could be considered discriminatory against, or bullying or harassment of, any individual, for example by:
 - o making offensive or derogatory comments relating to sex, gender reassignment, race (including nationality), disability, sexual orientation, religion or belief or age;
 - o using social media to bully another individual; or
 - o posting links to or endorsing material which is discriminatory or offensive.
- otherwise breach the Staff Code of Conduct or Child Protection and Safeguarding Policy.

9.2 Pupils

The school expects pupils to think carefully before they post any information online, or repost or endorse content created by other people. Content posted must not be, or potentially be, inappropriate or offensive, or likely to cause embarrassment to an individual or others. The school takes misuse of technology by pupils very seriously and incidents will be dealt with under the Behaviour, Safeguarding and Anti-Bullying policies as appropriate.

10. Data protection

Please refer to the Data Protection policy and the IT Acceptable Use Policy for further details as to the key responsibilities and obligations that arise when personal information, particularly that of children, is being processed by or on behalf of the school.

Staff and pupils are expected to save all data relating to their work to their school laptop / PC or to the Google Drive Account as per the IT Acceptable Use Policy.

Staff devices should be encrypted if any data or passwords are stored on them. The school expects all removable media (USB memory sticks, CDs, portable drives) taken outside school or sent by post or courier to be encrypted before sending.

Staff may only take information offsite when authorised to do so, and only when it is necessary and required in order to fulfil their role. **No personal data of staff or pupils should be stored on USB memory sticks.**

Staff should also be particularly vigilant about scam / phishing emails (and similar) which could seriously compromise the school's IT security and/or put at risk sensitive personal data (and other information) held by the school. If in any doubt, do not open a suspicious email or attachment and notify the IT team in accordance with the Data Protection Policy and IT Acceptable Use Policy.

Any security breaches or attempts, loss of equipment and any unauthorised use or suspected misuse of IT must be immediately reported to the IT Manager.

11. Password security

Pupils and staff have individual school network logins, email addresses and storage folders on the server. Staff and pupils are regularly reminded of the need for password security.

All pupils and members of staff should:

- use a strong password (usually containing eight characters or more, and containing upper- and lower-case letters as well as numbers), which should be changed every 6 months;
- not write passwords down; and
- not share passwords with other pupils or staff.

12. Safe use of digital and video images

The development of digital imaging technologies has created significant benefits to learning, allowing staff and pupils instant use of images that they have recorded themselves or downloaded from the internet. However, staff, parents / carers and pupils need to be aware of the risks associated with publishing digital images on the internet. Such images may provide avenues for cyberbullying, stalking or grooming to take place. Digital images may remain available on the internet forever and may cause harm or embarrassment to individuals in the short or longer term.

When using digital images, staff should inform and educate pupils about the risks associated with the taking, use, sharing, publication and distribution of images. In particular they should recognise the risks attached to publishing their own (personal) images on the internet (e.g. on social networking sites) and follow the School's policy on official social media posting.

13. Artificial Intelligence

RMS does permit the use of generative AI tools such as ChatGPT and Google Gemini on school devices / systems **for staff**.

In particular, personal or confidential information should not be entered into generative AI tools. This technology stores and learns from data inputted and you should consider that any information entered into such tools is released to the internet.

It is also important to be aware that the technology, despite its advances, still produces regular errors and misunderstandings and should not be relied on for accuracy. In particular, pupils should not use these tools to answer questions about health / medical / wellbeing issues, or indeed anything of a personal nature. It is always best to seek help and recommendations as to reliable resources from the DSL. Staff should be particularly aware of AI generated images and treat with caution with the overarching safeguarding principles as outlined in KCSIE in mind alongside advice regarding sharing of nudes and semi-nudes. They should also be aware of the ability of fake accounts being created.

14. Misuse

RMS will not tolerate illegal activities or activities that are in breach of the policies referred to above. Where appropriate the school will report illegal activity to the police and/or the local safeguarding partnerships. If a member of staff discovers that a child or young person is at risk as a consequence of online activity they should report it to the DSL. The DSL then may seek assistance from the CEOP, the LADO, and/or its professional advisers as appropriate.

The school will impose a range of sanctions on any pupil who misuses technology to bully, harass or abuse another pupil in line with our Safeguarding and Child Protection and Behaviour policies.

15. Complaints

As with all issues of safety at RMS, if a member of staff, a pupil or a parent / carer has a complaint or concern relating to online safety prompt action will be taken to deal with it. Complaints should be addressed to the DSL in the first instance, who will liaise with the senior leadership team and undertake an investigation where appropriate. Please see the Complaints Policy for further information.

Incidents of, or concerns around online safety will be recorded in accordance with the Safeguarding and Child Protection policy and reported to the school's the DSL, Alison Davies, in accordance with the school's Safeguarding Policy.

Appendix 1 - YONDR PHONE POUCH POLICY & GUIDELINES (FOR DAY AND BOARDING PUPILS CURRENTLY IN Y7-10)

A1 Introduction

We have introduced the Yondr pouches for a number of reasons:

1. Academic - achievement improves
2. Wellbeing - sense of calmness by not worrying/intrigued about what is happening on your phone as it can't be accessed
3. Behaviour - pupils have needlessly found themselves into trouble by using their phone
4. Other pupils have been upset by other pupils' phone use at school
5. The law - the government is increasingly requiring schools to limit pupil phone use during the day
6. The Gate-to-Gate policy was not working well enough

We want this to be seen as a positive initiative to support your life at RMS and not seen as a punishment in any shape or form. This is not the intention. If you have any worries please speak to your Head of Year or Ms Davies.

It will take a bit of adjustment for everybody but it is just a better version of the Gate-to-Gate policy

There are 15 unlocking stations: 4 at the front of school, 2 on the corridor leading out to the coaches, 1 at each entrance to East and West Corridors, 2 on the Resource Centre, 1 in Harris House (for boarders only), 1 in Zetland House (for boarders only), 1 in Devonshire, 2 in PE.

A2 Procedure for day and boarding pupils currently in Y7-10

Phones are not to be used during school from 8.25-4pm. Every pupil is assigned a personal Yondr Pouch. It is each day and boarding pupil's responsibility to bring their Pouch with them to school every day and keep it in good working condition.

When you arrive at school, you need to:

- 1) Open your Yondr Pouch by tapping against the Unlocking Base.
- 2) During AM Registration, turn your phone off completely and place your phone inside the Pouch and secure it during AM registration
- 3) Store it in either your bag/locker for the day.

At the end of the day, do not forget to unlock your Pouch at one of the stations, remove your phone, close your Pouch and put it in your bag. You must bring your Pouch to school each day including non-uniform, House Days. You don't need to take your Pouch out of your bag when you are at home.

If you arrive late - sign in at reception and turn your phone off and place in the Pouch

If you leave early, sign out at reception and use the device at reception to unlock your Pouch

A3 Pouch Damage / Lost Pouch / Using phone during School

If a pupil is found to have a phone, we will collect the phone/pouch and call home for a parent to collect the pupil

Examples of damage:

- Ripped fabric
- Cut

- Torn
- Bent/cut pin
- Signs of force to black button on flap

If a pouch is lost or damaged, it will need to be replaced. The current cost of a replacement pouch is £30

A4 Forgotten Pouch

If a pupil forgets their Pouch, their phone will be collected and we will call home. The phone will be returned to the student at 4pm in the first instance of forgetting it

If a pupil constantly forgets their Pouch, it is considered lost and pupils will be given a new one which will be billed

A5 Unlocking Stations

If a pupil is found in possession of a Yondr unlocking station, or a similar strength magnet used to unlock the pouches, this will be considered a serious offence and may result in an exclusion