

## Social media policy

### 1. About this policy

- 1.1 This policy is in place to minimise the risks to our business through use of social media.
- 1.2 This policy deals with the use of all forms of social media, including Facebook, LinkedIn, Twitter, Google+, Wikipedia, Whisper, Instagram, Tumblr and all other social networking sites, internet postings and blogs. It applies to use of social media for business purposes as well as personal use that may affect our business in any way.
- 1.3 This policy covers all employees, officers, consultants, contractors, volunteers, interns, casual workers and agency workers.
- 1.4 This policy does not form part of any employee's contract of employment and we may amend it at any time.
- 1.5 Managers have a specific responsibility for operating within the boundaries of this policy, ensuring that all staff understand the standards of behaviour expected of them and taking action when behaviour falls below its requirements.
- 1.6 All staff are responsible for the success of this policy and should ensure that they take the time to read and understand it. Any misuse of social media should be reported to your line manager. Questions regarding the content or application of this policy should be directed to your line manager or People and Culture.

### 2. Compliance with related policies and agreements

- 2.1 Social media should never be used in a way that breaches any of our other policies. If an internet post would breach any of our policies in another forum, it will also breach them in an online forum. For example, you are prohibited from using social media to:
  - (a) breach our IT and Communications Systems Policy;
  - (b) breach our obligations with respect to the rules of relevant regulatory bodies;
  - (c) breach any obligations contained in those policies relating to confidentiality;
  - (d) breach our Disciplinary Policy or procedures;
  - (e) harass or bully other staff in any way;
  - (f) unlawfully discriminate against other staff or third parties;
  - (g) breach our Data Protection Policy (for example, never disclose personal information about a colleague online); or

Social media policy		Version No: V1
Author: E.Smith	Approver: A.Shuttlewood	Version Date: 27/10/2020
Security Classification: Internal	Page 1 of 13	

(h) breach any other laws or regulatory requirements.

2.2 Staff should never provide references for other individuals on social or professional networking sites, as such references, positive and negative, can be attributed to the organisation and create legal liability for both the author of the reference and the organisation.

2.3 Staff who breach any of the above policies will be subject to disciplinary action up to and including termination of employment.

### 3. Personal use of social media

Personal use of social media is never permitted during working hours or by means of our computers, networks and other IT resources and communications systems.

### 4. Prohibited use

4.1 You must avoid making any social media communications that could damage our business interests or reputation, even indirectly.

4.2 You must not use social media to defame or disparage us, our staff or any third party; to harass, bully or unlawfully discriminate against staff or third parties; to make false or misleading statements; or to impersonate colleagues or third parties.

4.3 You must not express opinions on our behalf via social media, unless expressly authorised to do so by your manager. You may be required to undergo training in order to obtain such authorisation.

4.4 You must not post comments about sensitive business-related topics, such as our performance, or do anything to jeopardise our trade secrets, confidential information and intellectual property. You must not include our logos or other trademarks in any social media posting or in your profile on any social media.

4.5 You are not permitted to add business contacts made during the course of your employment to personal social networking accounts.

4.6 Any misuse of social media should be reported to your line manager.

### 5. Business use of social media

5.1 If your duties require you to speak on behalf of the organisation in a social media environment, you must still seek approval for such communication from your line manager who may require you to undergo training before you do so and impose certain requirements and restrictions with regard to your activities.

Social media policy		Version No: V1
Author: E.Smith	Approver: A.Shuttlewood	Version Date: 27/10/2020
Security Classification: Internal	Page 1 of 13	

5.2 Likewise, if you are contacted for comments about the organisation for publication anywhere, including in any social media outlet, direct the enquiry to Public Relations and do not respond without written approval.

5.3 The use of social media for business purposes is subject to the remainder of this policy.

**6. Guidelines for responsible use of social media**

6.1 You should make it clear in social media postings, or in your personal profile, that you are speaking on your own behalf. Write in the first person and use a personal email address.

6.2 Be respectful to others when making any statement on social media and be aware that you are personally responsible for all communications which will be published on the internet for anyone to see.

6.3 If you disclose your affiliation with us on your profile or in any social media postings, you must state that your views do not represent those of your employer (unless you are authorised to speak on our behalf as set out in paragraph 4.3). You should also ensure that your profile and any content you post are consistent with the professional image you present to clients and colleagues.

6.4 If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from posting it until you have discussed it with your manager.

6.5 If you see social media content that disparages or reflects poorly on us, you should contact your manager.

**7. Monitoring**

7.1 We reserve the right to monitor, intercept and review, without further notice, staff activities using our IT resources and communications systems, including but not limited to social media postings and activities, for legitimate business purposes which include ascertaining and demonstrating that expected standards are being met by those using the systems and for the detection and investigation of unauthorised use of the systems (including where this is necessary to prevent or detect crime).

7.2 For further information, please refer to our IT and Communications Systems Policy.

**8. Recruitment**

We may use internet searches to perform due diligence on candidates in the course of recruitment. Where we do this, we will act in accordance with our data protection and equal opportunities obligations.

Social media policy		Version No: V1
Author: E.Smith	Approver: A.Shuttlewood	Version Date: 27/10/2020
Security Classification: Internal	Page 1 of 13	

**9. Breach of this policy**

- 9.1 Breach of this policy may result in disciplinary action up to and including dismissal. Any member of staff suspected of committing a breach of this policy will be required to co-operate with our investigation.
- 9.2 You may be required to remove any social media content that we consider to constitute a breach of this policy. Failure to comply with such a request may in itself result in disciplinary action.

Social media policy		Version No: V1
Author: E.Smith	Approver: A.Shuttlewood	Version Date: 27/10/2020
Security Classification: Internal	Page 1 of 13	