



Angard Social Media Policy

Angard Staffing recognises that employees may wish to use social media but is conscious that it potentially presents risks to Angard's business and that of businesses to which Angard employees are assigned. This policy sets out the principles that Angard employees must adhere to in their use of social media (including personally).

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Getting help

Please contact the Angard Helpline Number 0333 240 8502 or email angard.employee@reedglobal.com.

For web access go to: www.angardstaffing.co.uk.

Overview

Angard Staffing (**Angard**) recognises that the internet provides you with a unique opportunity to participate in interactive discussions and share information on particular topics using a wide variety of social media, such as Facebook, Twitter, LinkedIn, blogs and wikis. However, your use of social media can pose risks to Angard's confidential and proprietary information, and reputation, and can jeopardise its compliance with legal obligations. Additionally, Angard employees will, from time-to-time be placed on assignments with Royal Mail Group Limited (**Royal Mail**) and will therefore have access to Royal Mail's systems and information. Your use of social media can therefore present similar risks to Royal Mail.

To minimise these risks, to avoid loss of productivity and to ensure that our IT resources and communications systems are used only for appropriate business purposes, we expect employees to adhere to this policy.

This policy does not form part of any employee's contract of employment and it may be amended at any time.

This policy is effective from 1st April.

Who is covered by the policy?

This policy covers all individuals working at all levels and grades in your capacity as employees of Angard and on assignments to Royal Mail.

Scope and purpose of the policy

This policy deals with the use of all forms of social media, including Facebook, LinkedIn, Twitter, Wikipedia, all other social networking sites, and all other internet postings, including blogs.

It applies to the use of social media for both business and personal purposes, whether during office hours or otherwise. The policy applies regardless of whether the social media is accessed using Angard and/or Royal Mail IT facilities and equipment or equipment belonging to members of staff. As an Angard employee you are unlikely to be asked to use social media for business purposes but it is important you ensure any personal use fits with the terms of this policy.

Breach of this policy may result in disciplinary action up to and including dismissal. Disciplinary action may be taken regardless of whether the breach is committed during working hours, and regardless of whether Angard's and/or Royal Mail's equipment or facilities are used for the purpose of committing the breach. If you are suspected of committing a breach of this policy you will be required to co-operate with an investigation (by Angard or, potentially, Royal Mail), which may involve handing over relevant passwords and login details.

You may be required to remove internet postings which are deemed to constitute a breach of this policy. Failure to comply with such a request may in itself result in disciplinary action

Personnel responsible for implementing this policy

All staff are responsible for the success of this policy. Therefore, you should ensure that you take the time to read and understand it. Any misuse of social media should be reported through the Angard Helpline Number 0333 240 8502 or email angard.employee@reedglobal.com. Questions regarding the content or application of this policy should also be asked through this number.

Compliance with related policies and agreements

Social media should never be used in a way that breaches any of Angard's other policies (or Royal Mail policies where you are subject to them). 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:

- breach our Acceptable Use Policy;

- breach our obligations or those of Royal Mail Group with respect to the rules of relevant regulatory bodies;
- breach any obligations you may have relating to confidentiality;
- breach our Disciplinary Policy or and Grievance Policy;
- defame or disparage Angard or Royal Mail, their affiliates, customers, clients, business partners, suppliers, vendors or other stakeholders;
- breach our Bullying and Harassment Policy;
- unlawfully discriminate against other staff or third parties and/or otherwise act in breach of our Equality and Fairness Policy;
- breach our Data Protection Policy (for example, you must never disclose personal information about a colleague online);
- breach any other laws or ethical standards (for example, you must never use social media in a false or misleading way, such as by claiming to be someone other than yourself or by making misleading statements).

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

If, following investigation, you are found to have breached any of the above policies or principles you will be subject to disciplinary action up to and including termination of employment.

Personal use of social media

Personal use of social media is never permitted during working time or by means of Angard's and/or Royal Mail's computers, networks and other IT resources and communications systems.

You should not affiliate yourself to Angard or Royal Mail on social media sites with the exception of professional sites such as LinkedIn.

Additionally, when using sites such as LinkedIn you should be aware that any contacts created using the affiliation to Angard or Royal Mail are the property of that organisation and remain so after the end of your employment.

Monitoring

The contents of Angard's and Royal Mail's IT resources and communications systems are their property. Therefore, you should have no expectation of privacy in any message, files, data, document, facsimile, telephone conversation, social media post conversation or message, or any other kind of information or communications transmitted to, received or printed from, or stored or recorded on Angard's or Royal Mail's electronic information and communications systems.

Angard (and Royal Mail when you are on an assignment there) reserve the right to monitor, intercept and review, without further notice, staff activities using Angard and/or Royal Mail IT resources and communications systems, including but not limited to social media postings and activities, to ensure that our rules are being complied with and for legitimate business purposes and you consent to such monitoring by your use of such resources and systems. This might include, without limitation, the monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving and printing of transactions, messages, communications, postings, log-ins, recordings and other uses of the systems as well as keystroke capturing and other network monitoring technologies.

Angard (and Royal Mail when you are on an assignment there) may store copies of such data or communications for a period of time after they are created, and may delete such copies from time to time without notice.

You must not therefore use Angard or Royal Mail's IT resources and communications systems for any matter that you wish to be kept private or confidential from the organisation.

For further information, please refer to Angard's Acceptable Use Policy.

Recruitment

We do not permit the use of internet searches for recruitment purposes.

Responsible use of social media

The following sections of the policy provide you with common-sense guidelines and recommendations for using social media responsibly and safely.

Protecting our business reputation:

- You must not post disparaging or defamatory statements about:
 - (i) Angard or Royal Mail;
 - (ii) Royal Mail's clients;
 - (iii) Royal Mail's suppliers and vendors; and
 - (iv) other affiliates and stakeholders of Angard and/or Royal Mail Group,

But you should also avoid social media communications that might be misconstrued in a way that could damage Angard's business reputation or that of Royal Mail, even indirectly.

You should make it clear in social media postings that you are speaking on your own behalf. You should write in the first person and use a personal e-mail address when communicating via social media.

You are personally responsible for what you communicate in social media. Remember that what you publish might be available to be read by the masses (including Angard and/or Royal Mail, future employers and social acquaintances) for a long time. Keep this in mind before you post content.

It is your responsibility to ensure the security of your social media accounts. If these accounts are hacked or hijacked information harmful to yourself or the organisation or its affiliates, suppliers, vendors, customers and clients could be made available and you may be held responsible. This could lead to disciplinary action.

If you disclose your affiliation as an employee of Angard or as someone working on an assignment at Royal Mail (which, as stated above is prohibited save in relation to 'professional' social media such as LinkedIn), you must also state that your views do not represent those of your employer or hirer. For example, you could state, "the views in this posting do not represent the views of my employer or hirer". You should also ensure that your profile and any content you post are consistent with the professional image you present to clients and colleagues.

Avoid posting comments about sensitive business-related topics, such as the performance of Royal Mail. Even if you make it clear that your views on such topics do not represent those of the organisation, your comments could still damage our reputation.

In particular, you should follow the following rules when using social media:

- Do not disclose Angard or Royal Mail internal, confidential or secret information;
- Never offer opinions or comments on behalf of Royal Mail without the prior approval of the Director of Communications;
- Do not publish information relating to clients, partners or suppliers of Royal Mail in a personal context;
- Do not violate copyright, data protection and intellectual property rights (see further information below);
- Never cause offence or harass any one;
- If you have one, you should never use your Royal Mail email address as an identifier;

- Always treat social networking sites and activities as if they were publically accessible.

If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from making the communication until you discuss it with us through the Angard Helpline Number 0333 240 8502) or email angard.employee@reedglobal.com.

If you see content in social media that disparages or reflects poorly on our organisation (including any part of Royal Mail) or our stakeholders, you should inform us via the Angard Helpline Number 0333 240 8502 or email angard.employee@reedglobal.com.

All staff are responsible for protecting Angard's business reputation (and that of Royal Mail when on an assignment there).

Respecting intellectual property and confidential information:

- You should not do anything to jeopardise valuable trade secrets, other confidential information and intellectual property belonging to Angard or Royal Mail Group through the use of social media.
- In addition, you should avoid misappropriating or infringing the intellectual property of other companies and individuals, which can create liability for the organisation, as well as the individual author.
- Do not use the Angard or Royal Mail Group logos, brand names, slogans or other trademarks, or post any of our confidential or proprietary information without prior written permission.
- To protect yourself, Angard and Royal Mail Group against liability for copyright infringement, where appropriate, reference sources of particular information you post or upload and cite them accurately. If you have any questions about whether a particular post or upload might violate anyone's copyright or trademark, seek assistance via the Angard Helpline Number 0333 240 8502 or email angard.employee@reedglobal.com.
- You are not permitted to add business contacts made during the course of your employment to personal social networking accounts, such as Facebook accounts or LinkedIn accounts.

Respecting colleagues, clients, partners and suppliers:

- Do not post anything that your colleagues or Royal Mail's customers, clients, business partners, suppliers, vendors or other stakeholders would find offensive, including discriminatory comments, insults or obscenity.
- Do not accept, continue or pursue membership of social media groups which your colleagues or Royal Mail's customers, clients, business partners, suppliers, vendors or other stakeholders would find offensive.
- Do not post anything related to your colleagues or Royal Mail's customers, clients, business partners, suppliers, vendors or other stakeholders without their written permission.

Breaches of this policy

Any suspected breach of this policy is likely to be investigated under our disciplinary procedure. If you are found to have breached this policy that will be seen as misconduct and disciplinary action is likely to be taken. In serious cases, your actions may be viewed as gross misconduct, which could result in your summary dismissal.

Where to go for further information

Contact the Angard Helpline Number on 0333 240 8502 or email angard.employee@reedglobal.com if you have any queries about this policy.

For web access please go to: www.angardstaffing.co.uk.

Monitoring and review of this policy

This policy may be reviewed from time to time and updated to ensure it meets business needs and changes in social media.