

SOCIAL MEDIA POLICY

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The Purpose

This policy is in place to minimise the risks to our business through use of social media. This policy deals with the use of all forms of instant messaging, including but not limited to WhatsApp, WhatsApp for Business, Skype, Teams, Hangouts, Facebook Messenger, Instagram Messenger and all other instant messaging services. It applies to the use of instant messaging for business purposes as well as personal use that may affect the Company in any way. This policy covers all employees, officers, consultants, contractors, volunteers, interns, casual workers and agency workers.

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

Personal Use of Social Media

Occasional personal use of social media during working hours is permitted so long as it does not involve unprofessional or inappropriate content, does not interfere with any employment responsibilities or productivity and complies with this policy.

As an employee of Field Sales Solutions, you are representing our clients brands in the public domain. You should therefore be mindful of what you share on your personal social media sites and should not post negative comments regarding Field Sales Solutions, the client you represent, their branding or anything controversial in relation to their competitors.

Prohibited Use

Staff must avoid making any social media communications that could damage the Company's business interests or reputation, even indirectly.

Staff must not use any form of social media to defame or disparage the Company, Company 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.

Staff must not express opinions on behalf of the Company via social media, unless expressly authorised to do so by their manager. Staff may be required to undergo training in order to obtain such authorisation.

Staff must not post comments about sensitive business-related topics, such as the Company's performance, or do anything that could jeopardise our trade secrets, confidential information and intellectual property. Staff must not include our logos or other trademarks in any social media posting or in their profile on any social media platforms.

Staff are discouraged from adding business contacts made during their employment with Field Sales Solutions to personal social networking accounts.

Field Sales Solutions can only condone the use of social media to communicate with each other in a work context if this is a specific requirement of the client or your line manager.

Staff must not use social media to communicate with each other in a work context for day-to-day business communication, such as general employee to employee communications, information about an individual's job performance, or any communication related to business tasks, procedures or activities.

Any misuse of social media should be reported to Human Resources.

Guidelines for Responsible Use of Social Media

Staff are not permitted to use their business email address for social media but can use it for LinkedIn as this is considered to be a business tool.

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

If staff choose to disclose their affiliation with us on their profile or in any social media postings, they must ensure that their profile and any content they post are consistent with the professional image the business wishes to portray and be mindful of the professional image they present to clients and colleagues.

Any staff member that discloses their affiliation to Field Sales Solutions on social media must ensure that any posts made do not go against our corporate values and do not bring the company into disrepute. Anyone found to be in breach of this could face disciplinary action.

If uncertain or concerned about the appropriateness of any statement or posting, staff are encouraged to refrain from posting it until they have discussed it with the marketing team.

In all circumstance staff should be aware that we reserve the right to discipline anyone that brings the company into disrepute

If staff see any social media content that disparages or reflects poorly on the Company, they should contact Human Resources.

Monitoring

The Company reserves the right to monitor, intercept and review without further notice, staff activities using its IT resources and communications systems, including but not limited to, social media postings and activities, to ensure that the Company's rules are being complied with and for legitimate business purposes and staff consent to such monitoring by their use of such resources and systems.

In all circumstance staff should be aware that we reserve the right to remove equipment supplied if the use of the equipment goes against any of our policies



Breach of this Policy

Breach of all Field Sales Solutions policies may result in disciplinary action up to and including dismissal. Any member of staff suspected of committing a breach of our policies will be required to co-operate with any investigations, which may involve handing over relevant passwords and login details.

Staff may be required to remove any social media content that the Company considers to constitute a breach of this policy. Failure to comply with such a request may in itself result in disciplinary action.