Policy No:
GHR 14.00

Policy and Procedure on

Social Networking

Policy Author / Reviewer	Shilleen Freeth
Approval Date	June 2020
Review	This Policy will be updated when appropriate, in line with any legislative, regulatory or Company changes.
Version No	4
Policy Level	Group
Staff Groups Affected	All Staff

Contents

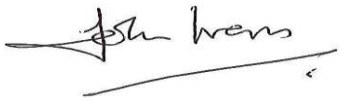
1. Monitoring and Review

1.1. This policy will be subject to continuous monitoring, refinement and audit by the Head of Service.

1.2. The Proprietor will undertake a formal review of this policy for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later than three years from the date shown below, or earlier if

significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.

Signed:



John Ivers
Proprietor, Cambian Group

2. Purpose

2.1. This policy on social networking websites and applications is in addition to the Company's existing standards in relation to e-mail and internet use and outlines the Company's expectations in relation to social networking sites, applications, and other forms of electronic communications and their content.

2.2. It applies to all staff. Make sure that you are familiar with the detail and what is expected of you under the policy.

2.3. The internet is provided (primarily) for business use. The Company recognises that many employees use the internet for personal purposes and that many employees participate in social networking on websites. The company recognises the positive values of keeping in touch and exchanging ideas and thoughts on common interests both personal and work related.

2.4. To outline the responsibilities of employees using the internet and accessing social networking websites and applications. Examples being, but not limited to, Facebook, Twitter, YouTube, Instagram, Snapchat, WhatsApp. The same principles in this policy apply to any electronic communication such as email, text, blogs and forums.

2.5. To highlight the Company's expectations and rulings about what is deemed acceptable to post on social networking websites. The Company reserves the right to investigate any alleged inappropriate use of social media by its employees.

3. Policy

3.1. The Company does not allow access to social networking websites from its computers at any time unless authorised by a manager or as part of your job role, e.g. recruitment agents. The Company has added websites of this type to the list

of restricted websites (broadly "adult" websites). This also includes access to these websites on personal mobile phones or other devices during working hours.

3.2. The company understands that employees may on occasion need to use the internet for personal purposes but this must be restricted to:

- During authorised breaks
- Not downloading any material which is deemed offensive or illegal, such as nudity or racist terminology.

3.3. The 'Company' refers to the Cambian Group, Individual companies belonging to the Cambian Group and individual site names.

4. Procedures

Personal Conduct

4.1. The Company respects an employee's right to a private life. However, the Company must also ensure that confidentiality and its reputation are protected. It therefore requires employees using social networking websites at any time during their employment to:

4.1.1. Refrain from identifying themselves as working for the Company; or using the Company name in any posts, without prior authorisation from Senior Management. The exception to this is LinkedIn that is a professional networking site although the same rules apply regarding any postings.

4.1.2. Ensure that they do not conduct themselves in any way that is detrimental to the employer or individuals within our care.

4.1.3. Take care not to allow their interaction on these websites to damage the working relationships between members of staff and clients of the Company including the blurring of professional boundaries.

4.1.4. Refrain from contacting or communicating with any individuals in our care or their families, friends, and carers through social media.

4.1.5. Refrain from updating any information, including making comments on any social networking sites, during working hours.

Content

4.2. Any communications that employees make in a personal capacity through social media must not:

4.2.1. bring the Company's name into disrepute, for example by:

- criticising or arguing with colleagues
- making defamatory comments about individuals or other organisations or groups
- posting images that are inappropriate or links to inappropriate content

4.2.2. Post images that are discriminatory or offensive [or links to such content].

4.2.3. Include photos or videos of any of the premises belonging to the Company (without prior authorisation) or any pictures that show individuals in our care.

4.2.4. Give away confidential information about an individual (such as a colleague or customer contact) or the company (such as to a rival business)

4.2.5. Discuss the Company's internal workings (such as deals that it is doing with a customer/client or its future business plans) that have not been communicated to the public.

4.2.6. Include anything relating to clients, service users, residents or patients.

Harassment/Bullying

4.3. No employee of Cambian will subject another to harassment on grounds of sex, marital status, race, disability, sexual orientation, religion or belief or age on any social networking website.

4.4. Cyber bullying is a disciplinary offence; please refer to the Harassment and Bullying Policy GHR 02. This includes making offensive or derogatory comments about colleagues via social media channels.

Monitoring of Internet Access at Work

4.5. The Company reserves the right to monitor employees' internet usage, but will endeavour to inform an affected employee when this is to happen and the reasons for it. The Company considers that valid reasons for checking an employee's internet usage include suspicions that the employee has:

4.5.1. Been spending an excessive amount of time viewing websites that are not work-related; or

4.5.2. Acted in a way that damages the reputation of the Company and/or breaches commercial confidentiality.

4.5.3. The Company reserves the right to retain information that it has gathered on employees' use of the internet for a period of one year.

Disciplinary Action

4.6. The Company reserves the right to take Disciplinary action (in line with the Company disciplinary policy) against any employee that breaches any of the points listed within the “personal conduct” or “discrimination“ section of this policy; or any other conduct that they deem to be unacceptable including any potential action that has broken the law. Information that may result in disciplinary action can be shared from third parties. Serious breaches of this policy, for example incidents of bullying of colleagues, social media activity causing serious damage to the organisation, derogatory remarks about individuals in our care or colleagues, may constitute gross misconduct and lead to summary dismissal.

Security and Identity Theft

4.7. Social networking websites are a public forum, particularly if it is part of a "network". Employees should not assume that their entries on any website will remain private. Employees should never send abusive or defamatory messages.

4.8. Employees must also be security conscious and should take steps to protect themselves from identity theft by restricting the amount of personal information that they give out. Employees should also:

4.8.1. Ensure that no information is made available that could provide a person with unauthorised access to Company systems and/or any confidential information; and

4.8.2. Refrain from recording any confidential information regarding the Company on any social networking website; and

4.8.3. Ensure privacy settings on social media accounts are sufficient.

Liability

4.9. An employee who makes a defamatory statement that is published on the internet may be legally liable for any damage to the reputation of the individual concerned. An employer may be vicariously liable for the acts of an employee done in the course of employment, even if performed without the consent or approval of the employer. A company can sue

if a defamatory statement is made in connection with its business. Cambian will legally pursue any such cases of this nature.

5. What to do if you see or become aware of misuse

5.1. You should tell your manager if you become aware of a breach of this policy. You can also call the whistleblowing hotline 0800 111 4298 if you would rather remain anonymous.

6. Standard Forms, Letters and Relevant Documents

6.1. GHR 14.1 – Social Networking poster

6.2. GHR 2 – Harassment and Bullying Policy

6.3. GHR 30 – Whistleblowing Policy