



SOCIAL MEDIA WORKPLACE GUIDELINES

Social media are valuable web-based communication tools that enable users to interact with each other by sharing and consuming information. The growing prominence of social media usage has raised awareness of their potential for misuse. The Office of the Services Commissions (OSC) expects employees to conduct themselves in a manner that is consistent with their functions and as Public Officers when using social media.

The OSC strives to maintain high standards of behaviour as mandated by the **Staff Orders for the Public Service, 2004**, specifically **4.1 (iv) and (v)**, and **4.4 (iii)**. These provisions authorise the Chief Personnel Officer (CPO) to establish guidelines for the behaviours expected.

Guidelines

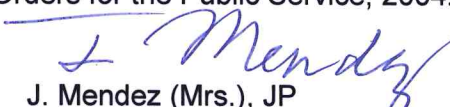
1. Access to social media sites using OSC's Information and Communications Technology is provided on condition that established guidelines are followed.
2. Employees should maintain high standards of professional conduct online as would be expected in the office; for example, for social activities, the same level of decorum should be maintained.
3. Employees should not engage in discussions or post material that is fraudulent, harassing, threatening, bullying, embarrassing, sexually explicit, profane, sexist, intimidating, defamatory or otherwise inappropriate, whether on an official or personal social media account.
4. OSC's email accounts or social media accounts should not be used for unofficial purposes or other personal online activities unless permission is given in writing by the CPO.
5. The OSC reserves the right to prohibit access to social media sites on OSC owned and issued devices such as (CUGs, Laptops, Tablets etc.) in order to minimize or mitigate against misuse or breaches of these guidelines. Internet enabled devices are provided for work purposes only. All content accessed, created or exchanged is owned by the OSC and is subject to monitoring (where necessary).
6. Personal opinions should not be posted on OSC official social media/internet sites or using OSC's accounts.
7. The following principles are to be maintained for official OSC communication:
 - (a) Legal, ethical and respectful;
 - (b) Intellectual property rights respected;
 - (c) Confidential information protected and only disclosed to appropriate personnel;
 - (d) Information posted online (website) is approved and accurate;
 - (e) OSC's e-mail address (or approved social media accounts) are for official communication only;
 - (f) Maintain professionalism, impartiality or careful judgement on all matters of a political nature;
 - (g) Avoid all potential or perceived conflict of interests; and
 - (h) Avoid commenting on gender or sexual orientation issues at all times.
8. Personal social media activities are to be kept distinct from OSC activities and must never interfere with work duties or impinge on established work hours.
9. Where necessary, employees must clearly state that their social media posts are done in their capacities as private individuals, and not as representatives of the OSC.
10. Employees are to refrain from unauthorized use of OSC's name, logo and their position as employees on personal social media accounts to endorse/support products, causes or opinions.
11. Do not post comments about entities, employees or customers that can potentially constitute a violation of relevant statutes or GoJ policies.

Review/Amendment

The list of guidelines is not exhaustive and will be amended periodically to reflect policy directives and changes to GoJ policy.

Disciplinary Action

Failure to comply with these guidelines could lead to disciplinary action at the discretion of the CPO, in keeping with the provisions of the Staff Orders for the Public Service, 2004.


J. Mendez (Mrs.), JP
Chief Personnel Officer