

Royal Mail Group

Dealing with Conduct Issues Involving Social Media

Guide for managers

This guide provides information for managers on how to deal with conduct cases relating to social media

Main topic areas

- Purpose
- Use of social media
- Using the Conduct Policy
- Where to go for further information

Getting help

Contact your manager if you have any queries about this guide.

Managers can obtain advice by:

Calling the HR Services Advice Centre on 0845 6060603 / 5456 7100

Managers working for Parcelforce Worldwide should call 0845 604 787 / 5456 4747

For web access please go to:
<https://www.psp.royalmailgroup.com>

- If the employee's comments or conduct do not directly refer to the workplace, the extent to which the workplace may still be implicated by the posting
- How responsible the employee is for the posting. Did the employee post it themselves or did someone else post it and 'tag' the employee?
- How many people have viewed the posting or are likely to view it: how public the posting is?
- The employee's role within the business and their previous conduct record
- Whether the posting has any impact or is likely to have an impact on the employee's ability to perform their particular role
- Whether Internal, Confidential or Strictly Confidential Information relating to Royal Mail Group has been disclosed
- Be proportionate. Has there been any actual damage to Royal Mail's business or reputation and what evidence there is of this?
- Whether Royal Mail Group will become liable to any third parties for the content of the posting. This may occur if, for example, the posting breaches a confidentiality requirement, is defamatory or constitutes harassment of another employee
- Whether the posting can be undone or removed by the employee

The manager should also be aware of other similar cases and ensure consistency of treatment wherever possible.

Conduct that is considered to be a criminal act may also be investigated under the Crime and Investigation Policy.

Where to go for further information

The Getting help box on the front page tells you where to find further information.

Guidance is also available on the *Policy and Information Site* on PSP and HR pages on the intranet (non-PSP users).

The 'Think Secure' pages on Myroyalmail.com contain information on social media - <https://www.myroyalmail.com/thinksecure/social-media>.

The following policies and guides should be related to this document:

- Our Code: Code of Business Standards
- Acceptable Use Policy
- Acceptable Use – Social Media Guide
- Acceptable Use – Inappropriate Use of Internet, Email and Other Royal Mail Systems Guide
- Conduct Policy and guides
- Stop Bullying and Harassment Policy and Guide
- Crime and Investigation Policy
- Prosecution Policy