

1. FSE Property Services Ltd Social Media Policy

Introduction

This policy applies to all employees and anyone working on behalf of FSE Property Services Ltd . Social media platforms — such as Facebook, Twitter (X), LinkedIn, YouTube, blogs, and review sites — are powerful tools for communication, but they also pose potential risks to the company's reputation, confidentiality, and compliance.

While FSE Property Services Ltd recognises the value of social media, employees are expected to use these platforms responsibly and in line with this policy, both in a professional and personal capacity.

This policy is designed to protect FSE Property Services Ltd's reputation, ensure confidentiality, and set clear expectations regarding appropriate use.

2. Use of Social Media at Work

Use of social media for work-related purposes must be approved by a Director — either **Robert Holt** or **Carl Knowles**.

Personal social media use is permitted only during rest breaks such as lunch or outside of working hours. It must never interfere with your work duties or be accessed during overtime unless authorised.

3. Monitoring Social Media Use During Work Time

FSE Property Services Ltd reserves the right to monitor internet and social media activity during work time where there are reasonable grounds to do so. Examples may include:

- Excessive personal use during working hours
- Suspected breaches of this policy
- Misuse of confidential or sensitive company information

If misuse is detected, access to specific platforms may be restricted or disciplinary action taken.

4. Social Media Guidelines

Although personal social media accounts are separate from your role at FSE Property Services Ltd, you must be mindful of how your activity reflects on the company — especially if you are identifiable as a FSE Property Services Ltd employee.

If you choose to mention your employment with FSE Property Services Ltd online, you must:

- Not include FSE Property Services Ltd in usernames, blog titles, or handles
- Not use the company name in association with personal promotions, political views, or public commentary without approval

All online communications — personal or professional — must **not**:

5. Bring the company into disrepute:

- Criticise customers, clients, colleagues, or competitors
- Share defamatory, offensive, or illegal content
- Post images or links that may damage the company's reputation

6. Breach confidentiality or data protection laws:

- Share sensitive company information, trade secrets, or internal communications
- Reveal personal details of colleagues, tenants, or clients without consent
- Discuss company operations or future plans that haven't been made public

7. Breach copyright or intellectual property:

Use or share copyrighted content without permission or proper credit

8. Discriminate, harass, or bully:

- Post offensive or derogatory comments related to gender, race, disability, religion, sexuality, or age
- Use social media to harass others, including colleagues or customers

9. Confidentiality and Company Contacts

Details of individuals gained during your employment (including client or tenant contacts) remain the property of FSE Property Services Ltd and are considered confidential. You are not permitted to store these contacts on personal devices or add them to personal social media accounts.

Any disclosure of confidential or proprietary information without explicit consent from **Robert Holt** or **Carl Knowles** will be treated as a serious policy breach.

10. Disciplinary Action for Misuse

Breaches of this policy may result in disciplinary action, including revocation of access to social media platforms or, in serious cases, **dismissal for gross misconduct**.

Social media content that harms FSE Property Services Ltd's reputation or violates confidentiality will be removed. The company reserves the right to take appropriate legal or disciplinary action where necessary.

11. Data Protection

Any personal data collected under this policy will be managed in line with FSE Property Services Ltd's **Data Protection Policy**. It will be securely stored and only accessed where necessary for policy enforcement. Inappropriate access or disclosure of such data will be considered a data breach and must be reported to the **Data Protection Officer**.