The Cinema Studio
Palace Building
Main Street
Grange-over-Sands
Cumbria LA11 6AB
United Kingdom

Tel: +44 (0)1229 824034
Web site: www.wilcock.co.uk

**Services to the Onshore Natural Gas Industry**

## Email, Internet & Social Media Policy

This policy applies not only to employees but to consultants based in client offices/sites or at home. Consultants placed with clients are required to work strictly in accordance with client requirements and expectations as to standards of behaviour and this is reflected in company guidance issued to consultants. For avoidance of doubt, specific client policies that may be issued or that our client brings to any workers attention take precedence over the policy issued by Wilcock Consultants Limited. The term "company" covers both Wilcock Consultants and/or the company that you are engaged (by Wilcocks) to provide services to.

Social media is a term commonly used for web-based tools that allow people to interact with each other in some way by sharing information, knowledge, opinions and interests. Examples of social media sites include: Social networking sites (e.g. Facebook, Google+, Linked In), Micro-blogging sites (eg. Twitter), Blogs and personal websites, Messaging boards, Book-marking websites, Photo and video content sharing sites (e.g. YouTube, Instagram, Pinterest and Flickr). Social media is a constantly evolving area and the types of social media available may change over time.

The company draws a clear line between an employee's personal use of these media and an employee's use of them where this is associated in any way with company business.

The company's policy is built around the following principles:

- Compliance with the standards expressed in Wilcock's Data Protection and Equality and Anti Harassment Policies.

- Network Security – controls on the downloading of software, maintenance of firewalls and virus protection.

- Definition of acceptable behaviour – all workers are advised that standards expected in "non-electronic behaviour" also apply to "electronic behaviour" particularly with regards to a zero tolerance policy on intimidation, bullying or harassment.

- Standards for representation of the company – specific requirements in relation to how the company is referred to or represented in electronic media and separation of personal use/views from those of the company.

- Data protection and monitoring – company rights and procedures in relation to ensuring compliance with this policy, the company Data Protection Policy and client confidentiality.

- Positive, planned use of these media to improve communication, marketing and standards of customer service in a controlled, informed and planned way.

Wilcocks recognises that workers use these sites and workers are made aware of best practice guidelines to help them use these channels effectively and to protect their personal and professional reputation – and that of the company. Workers are reminded to:

**Protect your privacy -** Online content can be viewed anywhere, anytime so it is important to implement the correct privacy settings on social media sites.

**Think before you post** - There is no such thing as a 'private' social media site. Search engines like Google will show postings years after the publication date. More critically, the web is viral and anything posted could potentially be viewed around the world in seconds.

**Maintain personal and organisational confidentiality -** Do not post confidential, personal or commercial information about the company, it's workers or clients. Posting such information may breach legal obligations and/or company policies and procedures. As a guideline, don't post anything that you would not repeat in person, in public or to the parties in question.

**Be responsible** - Be careful before you post! Don't compromise yourself by posting abusive, copyrighted, defamatory, libellous, obscene or even illegal content that may come back to haunt you. You are personally responsible for the content you publish and comments you make.

**Choose your friends carefully** - As friends or followers on social networking sites can see all your posts and pictures, ensure that you choose them carefully. Think about the people/organisations that you are associated with on social media and the appropriateness of this in a professional context.

**Choose your channels appropriately -** Social media channels have different purposes and offer varying opportunities for engagement. Think about what you want to use social media for and consider splitting the channels into professional and personal use. Another option if you want to use the same channel for multiple uses is to set up a personal and a professional profile that are kept separately.

**Inappropriate personal conduct or behaviour using email, internet sites and/or social media may lead to disciplinary action, in accordance with Wilcocks Disciplinary Policy, Procedure and Rules. All workers are expected to behave in accordance with the standards established within this Policy.**

The scope of this Policy requires that workers adhere to the following statements:

In their own personal use of social media, workers will not upload or include on any social media or networking site:

- Person identifiable information of colleagues / workers or their relatives.

- Opinions that could prejudice an investigation (internal or external).

- Statements relating to another worker in relation to their employment including judgements of their performance and character.

- Statements that bring the company, it's services, or it's workers into disrepute. This includes any statements, pictures or comments which could be construed or interpreted as abusive or derogatory or which could be understood as constituting the harassment and bullying of a work colleague.

- Company confidential or business information.

- If commenting on the business of the company on personal social networking sites, employees should exercise common sense, discretion and not post anything that could compromise the company or people connected with it.

- Identify yourself by giving your name and. Write in the first person. You must make it clear that you are speaking for yourself and not on behalf of the company. The use of the company's logo is not permitted on personal web pages.

Additionally, workers should ensure that:

- They do not conduct themselves in a way that is detrimental to the company;

- They take care not to allow their interaction on these websites or networks to damage working relationships between members of staff.

- They take care that professional boundaries are not crossed and that the nature of any dialogue with people that use the company's services is appropriate and does not compromise either party

- They let the Wilcock Line Manager know of any adverse social media activity or issues being raised that could have reputational implications.

- If photographs are taken in a work setting then the permission of other colleagues in the image must be obtained before uploading them to a social networking site, conduct and appearance should be appropriate for the working environment and actions in the photograph/s must not bring you, your colleagues or the company into disrepute

**Breach of any of these statements will result in a worker being managed in accordance with The Company Disciplinary Policy, Procedure and Rules. Workers are advised that material posted on the internet made be used as part of any disciplinary investigation.**

Workers who have concerns about content posted on social networking sites which breach these standards of conduct must refer the incident to their line manager.

Managers who have concerns, or who are made aware of concerns, about content posted on social networking sites or other breaches of the standards of conduct outlined in this policy must contact the Wilcock Operations Manager. Concerns about content posted which may result in defamation of the company or pose a risk to reputation will be escalated to Wilcock's Managing Director.

This policy, and compliance with this policy, will be reviewed every twelve months as part of the annual management review in accordance with the quality management system, or more frequently on an ad hoc basis, where required by the Managing Director. Current copies of the policy are displayed on the company website, issued to all employees and the policy is drawn to the attention of consultants on commencement of a placement.



**Graham Wilcock, Managing Director**
**21st May 2026**

Rev. 14 Reviewed following Management Review Meeting 14/05/2026

Certificate Number 2456 Certificate Number 2456 Certificate Number 2456

Wilcock Consultants Limited is an Employment Business
Wilcock Consultants Limited: Registered in England and Wales No: 2927854.
Registered Office: The Cinema Studio, Palace Building, Main Street, Grange-over-Sands, Cumbria, LA11 6AB
Registered under the Data Protection Act 2018 and GDPR 2018