

Employees' Code of Conduct - Extract

3 Working relationships

3.1 General

The Council expects all employees to deal with one another, the public, clients and elected Councillors in a courteous and civil manner. The Council expects relationships and communications between work colleagues (including those between managers and team members) to be supportive, co-operative and respectful. Employees should behave in a way that enhances the performance and well-being of others and the effectiveness of Council services.

Employees should be aware of the Council's Health and Safety Policies when exercising their functions.

New section 16 shown below to be added between the current 'Publications - Broadcasts' section and the 'Whistleblowing' section (New section number 17).

16 Personal use of social media by employees

16.1 The Council respects all employees' right to a private life, however, where they are identified as a Council employee, they are expected to behave appropriately and in line with Council policies.

16.2 All employees must ensure that, in their use of social media and instant messaging systems, they do not make comments about other employees, customers, councillors or the Council that are or could be perceived to be derogatory, abusive, damaging to the individual's or the Council's reputation or amount to harassment, even where such comments are made outside working hours. They should be mindful that such comments could give rise to legal action and may lead to disciplinary action.

16.3 Employees are responsible for their own actions and must not assume that their social media use will remain private. To minimise the risk, employees may wish to specifically exclude any reference to the Council or their job role on their profiles, posts or in their commenting.

16.4 Employees must be aware that where they do choose to identify as a Council employee on their personal social media accounts they are responsible for any comments on their pages, including tags and must also abide by the following conditions:

Appendix A

- Any posts, comments and opinions must not bring the Council into dispute.
- Potentially confidential or sensitive information must be protected.
- It must be clear that comments are not made on behalf of the Council.
- An employee must declare on their profile that views are their own and do not reflect views of the Council.

16.5 An employee should not accept PCC customers/service users known to them in the course of their employment as 'friends' in their personal social media accounts.

16.6 If an employee is concerned that the use of social media or instant messaging systems are compromising customer service, patient safety, wellbeing, confidentiality or it has the potential to bring the Council into disrepute, they should speak to their manager in the first instance or contact HR for advice.

16.7 Information regarding business use of social media is available in the 'Social media guide for staff' located on the intranet.

www.portsmouth.gov.uk/intranet/about-us/communications/website-intranet-and-social-media