



INDEPENDENCE GROUP NL: IGO GROUP GOVERNANCE STANDARD 4 - SOCIAL MEDIA

Original adoption: 27 April 2016

Last review: 26 June 2018

Last amendment: 26 June 2018

1. PURPOSE

Independence Group NL (**IGO**) is committed to protecting the interests of IGO and IGO group companies (the **Group**), and their directors and employees. With the rapid growth and application of social media IGO recognises the need to have a Standard which ensures those using social media in a personal capacity or as part of their job, have guidance as to IGO's expectations.

Social media includes but is not limited to Facebook, LinkedIn, MySpace, Bebo, Friendster, Flickr, YouTube, Twitter, blogs, forums like Whirlpool, encyclopaedias and other websites allowing simple publishing tools.

This Standard should be read in conjunction with the Information Technology Usage and Electronic Communications Standard, IGO Code of Conduct and any other relevant policy or standard.

2. PERSONS TO WHOM THIS STANDARD APPLIES

The Standard applies to all directors and full-time, part-time and casual employees, contractors and consultants of the Group (each a **User**) and sets out general requirements Users must follow when discussing the Group or its business on social media (both inside and outside work hours) and particular requirements for those Users who are authorised to represent IGO on social media. **The Standard does not apply to Users' use of social media outside of work hours where the User makes no reference to IGO or Group related matters.**

3. RESPONSIBILITIES

| ACCESS |
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| Users, other than authorised social media representatives, may only access social media during lunch breaks and personal time, and provided it does not interfere with the User's duties. |
| EVERY USER'S RESPONSIBILITIES |
| Users must not: <ul style="list-style-type: none">• comment on or disclose confidential information obtained through work;• allow use of social media to interfere with their work productivity or regular duties;• damage IGO's reputation, commercial interests, or bring the Group into disrepute; or• post material that is obscene, defamatory, threatening, harassing, discriminatory or hateful to another person or entity. Users must: |



- uphold IGO's values when using social media;
- be polite and respectful of others' opinions; and
- comply with copyright, privacy, financial disclosure and other applicable laws when publishing on social media.

RESPONSIBILITIES OF USERS OTHER THAN AUTHORISED SOCIAL MEDIA REPRESENTATIVES

Users must not:

- imply that IGO endorses their personal view;
- imply that they are authorised to speak on IGO's behalf;
- include IGO's logos or trademarks in social media posts; or
- use or disclose the identity of any IGO employee, contractor or consultant.

AUTHORISED SOCIAL MEDIA REPRESENTATIVES

To become an authorised social media representative of IGO, a User must obtain **approval** from the Managing Director (in conjunction with the IT Department).

A user who is an authorised IGO representative must:

- disclose that they are an IGO employee;
- be clear about their role and accountabilities;
- disclose only publicly available information;
- ensure that all published content is factually accurate and complies with IGO's policies and standards, particularly those relating to confidentiality and disclosure;
- not disclose personal information of others, and must comply with the Privacy Standard;
- only offer advice, support or comments on topics falling within their area of expertise at IGO. For other matters, the topic expert who is authorised for social media engagement should be alerted and, if the situation requires a real time response, inform the other party that the request has reached IGO;
- when requested to do so, complete training to update knowledge on emerging social trends and best practice in social media; and
- check with the Company Secretary if there is uncertainty about what can be reproduced or disclosed on social media.



4. MONITORING

Business Systems has the meaning given in the Information Technology Usage and Electronic Communications Standard.

IGO will monitor and audit social media use from any Business Systems to ensure that Users are complying with this Standard. A User consents to IGO monitoring and auditing their social media conduct by using Business Systems.

Any records of User access to, and use of, social media from Business Systems may be accessed, viewed, recorded, copied, used, disclosed, modified or destroyed at IGO's discretion.

Access to social media can be removed at IGO's discretion.

A breach of this Standard is considered serious and may result in disciplinary action, including termination of employment or contract, as set out in the IGO Counselling and Discipline Procedure.

If you have any questions, concerns or feedback about this Standard, you should contact the Company Secretary at: Independence Group NL, PO Box 496, South Perth, WA 6151.

Phone: 08 9238 8300

Email: contact@igo.com.au, Attention: the Company Secretary

This Standard will be reviewed annually by the Board.
