



IGO GROUP GOVERNANCE STANDARD 4 - SOCIAL MEDIA

1. PURPOSE

Independence Group NL (**IGO**) is committed to protecting the interests of IGO and its Related Bodies Corporate (together the **IGO 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.

“External Social Media Platform” includes but is not limited to Instagram, Snapchat, Facebook, LinkedIn, MySpace, Bebo, Friendster, Flickr, YouTube, Twitter, blogs, forums such as Whirlpool, encyclopaedias and other websites allowing simple publishing tools.

“Internal Social Media Platform” includes but is not limited to Workplace by Facebook and Skype for Business.

This Standard should be read in conjunction with the Information Technology Usage and Electronic Communications Standard, IGO Code of Conduct, Discrimination and Harassment Policy 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 IGO Group (each a **User**) and sets out general requirements Users must follow when discussing the IGO Group or its business on social media and all other matters affecting IGO's business reputation (both inside and outside work hours) and particular requirements for those Users who are authorised to represent IGO on social media.

3. EXTERNAL SOCIAL MEDIA PLATFORMS

Users' Responsibilities

Users accessing external social media platforms (other than Authorised Social Media Representatives set out below), may only access social media for personal use provided it does not interfere with their work productivity or regular duties.

Users must not:

- 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 and commercial interests, or bring the IGO Group into disrepute; or
- post material that is obscene, defamatory, threatening, harassing, discriminatory or hateful to another person or entity or in any other manner which is contrary to IGO's values and Code of Conduct.

Users should:

- 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.

Authorised Social Media Representatives

Authorised Social Media Representatives may post on External Social Media Platforms for and on behalf of the IGO Group. To become an authorised social media representative of IGO, a User must obtain **approval** from the Managing Director (in conjunction with the IT Department) (Authorised Social Media Representatives).

Authorised Social Media Representatives 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. INTERNAL SOCIAL MEDIA PLATFORMS

Users may access internal social media platforms at work such as Workplace by Facebook and Skype for Business provided they have been approved by IGO as acceptable social media platforms for work related matters (**Internal Social Media Platform**).

Users accessing any Internal Social Media Platform must:

- at all times ensure their posts are consistent with IGO's values and otherwise comply with IGO's Code of Conduct, Continuous Disclosure and Information Policy, IT Usage and Electronic Communications Policy;
- ensure that all published content is professional, factually accurate and complies with IGO's policies and standards, particularly those relating to confidentiality and disclosure;
- acknowledge that from time to time, content published on internal social media platforms may be commercial in confidence and must not be shared externally.
- not disclose personal information of others without their consent, and in compliance with the Privacy Standard;
- use common sense and respect others in all posts and discussion groups;
- not post any material that would directly or indirectly defame, harass, discriminate against or bully any other User or third party; and



- check with the Company Secretary if there is any uncertainty about what can be reproduced or disclosed on social media or in relation to any potential breach of this Standard by other Users.

5. 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 at any time.

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.

Original adoption: 27 April 2016

Last review: 26 June 2018

Last amendment: 14 February 2019