

Social Media Policy

SKG Services introduced a social media policy to protect its' reputation as a leading Australian services company and similarly to protect our clients and their customers.

The company acknowledges the ever-growing presence of social media and the ease with which community members and staff can access the various forms (e.g., Facebook and Twitter – to name just two of the many forms). It is because of this ease of access that SKG Services developed the following guidelines for use while at work or by extension work related posts after work is completed.

Rules for the use of social media:

Use of social media to comment on SKG Services work site activities, management, supervisors, fellow workers, clients, and their customer's activities is prohibited unless the media format is being used as part of an official report or a sanctioned comment.

The use of social media while at work is similar to the use of mobile phones – if a call is to be made or received it should be short – i.e., give and receive the message and act on it if required. An acceptable use of social media in these circumstances may be to receive advice from a supervisor and send back a photo of a cleaned or secured area – which was previously the subject of an issue.

Regular use of social media while at work is not permitted – clients pay SKG Services for specific services to be completed within set time frames and if a staff member is using media devices, then the work specified is not completed correctly. SKG Services' reputation suffers, and our clients do not receive value for money.

Some organisations allow the use of social media while at work as it may be related to the overall functioning of the company, however a services company, such as SKG Services does not require such use – especially for staff at sites.

Confidential Information

This covers a broad range of information and data that is not for public exposure and should not, at any time, be included in social media posts while at work or outside working hours.

Cleaners, guards, supervisors, maintenance staff and other SKG Services contractors are reminded of the 'Code of Integrity Conduct' signed when joining the company, and it applies for the use of social media.

Staff members who uses social media must consider before sending or posting anything to make sure that there is no adverse comment related to SKG Services and its clients and especially make sure there is no confidential information included.

Breaches of this policy may lead to disciplinary action or termination.

All workers sign a Confidentiality Agreement at commencement of employment with SKG Services. The intent of this agreement also applies to social media.

Do not publish confidential information about the company, such as details of services or products, customer information, delivery information, financial information or trade secrets.

You must respect the wishes of our customers regarding confidentiality of services provided. You must also be mindful of the competitiveness of our industry. Respect your audience, SKG Services and co-workers. The public, company employees and customers reflect a diverse set of customs, values and points of view. Don't say anything contradictory or in conflict with company documentation or the website. Be respectful and consider privacy, as well as topics that may be considered objectionable or inflammatory.

Ensure it is clear that any views and opinions expressed are yours alone and do not represent the official views of the company.

Customers and suppliers should not be named or obviously referenced without their approval, and the approval of the company. Do not identify a customer or supplier by name, or discuss information about that customer, or the services supplied to them by the company.

A breach of this policy may initiate appropriate action including the termination of employment.

This policy, as part of the company management system, is reviewed annually for continuing suitability.