



# Using Facebook and social media

## Guidelines for workers in the finance sector

There are a number of simple rules that finance sector workers should follow when using the Finance Sector Union (FSU) Facebook page, and other social networking websites

### On your on Facebook account:

- ▼ know your employer's social media policy;
- ▼ becoming a customer's friend may lead to a conflict of interest; don't invite a customer to become your new friend, don't follow a customer on social media;
- ▼ don't discuss any personal and/or financial details of customers;
- ▼ don't post photographs of yourself engaging in illegal, offensive, compromising or inappropriate activity;
- ▼ don't post photographs of yourself engaging in conduct in the workplace which may be deemed inappropriate by your employer. The same goes for comments;
- ▼ be aware that anything you say or do on your site when absent on sick leave may be used to cast doubt on your right to be on sick leave;
- ▼ don't use a work computer to access your site if it puts you in conflict with your employer's computer access for personal use policy;
- ▼ ensure your social media account privacy settings do not allow open public access. On Facebook, click on the icon that looks like a cog to access your account and privacy settings. The privacy settings allow you to control who can see your stuff, and who can look you up. It is advisable to change most of these settings to "Friends";
- ▼ don't update your status about anything negative that is work-related;
- ▼ don't join questionable or controversial groups on a social networking site, eg. hate groups, sexist groups, racist groups.

### FSU Facebook page:

- ▼ the FSU invites finance sector and members of the community to leave comments, however inappropriate or offensive comments will be removed;
- ▼ don't criticise your place of employment or customers on this site or criticise your manager or other workmates. Speak in general terms about your experience of work in the finance sector, and the things you want to see improved, such as targets or wages.

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