
**AUGUSTA COUNTY SERVICE AUTHORITY
OPERATING PROCEDURES AND POLICY MANUAL**

Approved By: Board of Directors
Effective Date: September 20, 2021

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Communication Guidelines for Employees

1.0 Definitions

Social Media Platforms – Interactive technology sites allowing the creation or sharing of ideas, interests, and other forms of expression by virtual networks and communities, including but not limited to: Twitter, Google (social networking), Facebook, Instagram, LinkedIn, Flickr, YouTube, and Snapchat.

Service Authority Communication Systems – Include but not limited to: email, phones, text, and phone/tablet apps.

2.0 Overview

The Service Authority respects the right of its employees to speak on matters of public concern.

Service Authority employees are encouraged to communicate (including on social media) responsibly and respectfully, and in a manner that does not reflect poorly on their ability to perform their job duties.

Communications must be grammatically correct and must not contain any misspelled words.

Employees should not share or use Service Authority confidential information, including copyrighted information, customer personal information, or proprietary information of a Service Authority contractor, except as authorized or needed for official Service Authority business.

Communications relating to Service Authority business must be kept in accordance with Service Authority FOIA and records retention guidelines.

Employees are prohibited from using their Service Authority email address to register on social media platforms, websites, and other online tools utilized for personal use. Employees are prohibited from using Service Authority devices for personal social media use.

Communications utilizing Service Authority communication systems are not private and are subject to review at any time. Misuse of Service Authority communication systems or inappropriate email content may subject the person responsible to disciplinary action up to and including termination.

3.0 Representation

Employees may not represent themselves as a spokesperson for the Service Authority unless it is part of their assigned job duties. Representation on social media platforms must be authorized by the Director of HR or their designee.

4.0 Be Respectful

Employees are expected to always be civil and professional in communications. Work related complaints are typically best resolved by speaking with the co-worker or a supervisor, rather than gossiping, emailing or posting complaints on social media.

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Employees are strongly encouraged to avoid using statements, photographs, video or audio that reasonably could be viewed as defamatory, obscene, threatening or intimidating; that disparage others; or that might constitute harassment or bullying. Examples of such conduct might include emails or posts without factual support intended to intentionally harm someone's reputation or that could contribute to a hostile work environment on the basis of race, sex, religion, or any other status protected by state or federal law or Service Authority policy.