

Appendix 5:

Social Media Guidance for Personal Assistants

FRIENDING

We would like to advise PAs that work with our clients to not accept friend or contact requests from current or former clients or colleagues on any social networking site (Facebook, LinkedIn, etc). We believe that adding clients or colleagues as friends or contacts on these sites can compromise your confidentiality and respective privacy. It may also blur the boundaries of your Client /PA/Colleague relationship.

INTERACTING

Please let your client or colleague know to not use messaging on Social Networking sites such as Twitter, Facebook, Instagram, Snapchat or LinkedIn to contact you. These sites are not a secure way to communicate and do not guarantee that either of you will read these messages in a timely fashion. Engaging with each other in this way could compromise client/PA/Colleague confidentiality.

Please let your client/colleague know to not use 'Wall' postings, @replies, or other means of engaging with each other online if you both have an already established client/PA/Colleague relationship. If you have already engaged with your client on social media please let them know that unfortunately you will have to un-friend them (if you already have such a relationship with one of your colleagues prior to your employment it is acceptable to maintain this relationship.

If you need to contact each other to arrange shift, report sickness or absenteeism please do so with the telephone number provided to each other, email or the Whatsapp group established for this purpose.

The main exception to this policy is the Whatsapp Group which may be established to support effectively communication within the team between PAs working with the same client. It is expected that PAs join this group if it exists, unless they have a good reason not to.

In the event you are unable to please contact us at Phoenix SW Ltd on 07871 305192.

CONCLUSION

Thank you for taking the time to review Phoenix SW Ltd Social Media Guidance for PAs. If you have questions or concerns about any of this guidance or other policies and procedures or regarding client/PA potential interactions on the Internet, do bring them to our attention so that we can discuss them.