



## FAQs

### Can I identify myself as an Aqualia employee on social media?

**Yes**, you can voluntarily identify yourself as an employee of the company.

### Can I create a profile on social media and associate it with my corporate email address?

**No, it is completely forbidden** to use your corporate credentials on social media, regardless of how you use it or how you present yourself.

### Can I post corporate content on my profile?

**Yes, but first you have to notify Aqualia's Communication and CSR department** ([comunicacion@aqualia.es](mailto:comunicacion@aqualia.es)).

### Once the corporate account has posted the content on their profile, can I share it on mine? How?

**Yes**, you can share it and even write about it as long as you **tag Aqualia in your post and incorporate the campaign hashtags** that the company has used in its posting.

### Can I represent Aqualia on social media?

**Yes**, but you need the **express consent of Aqualia's Communication and CSR department** ([comunicacion@aqualia.es](mailto:comunicacion@aqualia.es)). Only those employees authorised to represent Aqualia on social media may use the company logo, always following the guidelines set out in the company's **Corporate Visual Identity Manual**.

### What kind of corporate content can I post?

**You can share corporate content that Aqualia has posted** on its social media, together with the content that the Communication and CSR department makes available to you through the company's external or public channels, such as the website ([www.aqualia.com](http://www.aqualia.com)), **but never through internal channels**, such as the ONE intranet, news flash, or internal communication e-mails. **Remember to always tag** the company and include the campaign hashtags that appear in corporate posts.

### Can I share pictures of my work environment?

**Yes**, but remember **to protect the Aqualia brand**, as any content related to the company impacts on our image, values and culture. **Respect project confidentiality**. Also, **remember that if you share photos of colleagues, collaborators or suppliers**, you must always have their prior authorisation for the use of their image.

**We remind you that the data of minors** are especially protected and even if you have the authorisation of the parents, according to article 84.2 of the LOPDGDD (Law on Data Protection and Guarantee of Digital Rights) it could entail an unlawful intrusion of the minor's fundamental rights, which could cause the Public Prosecutor's Office to become involved in application of the Organic Law 1/1996 of 15 January on Legal Protection of Minors.

### Can I create an account on behalf of Aqualia?

**No**. For this, you need the express consent of Aqualia's Communication and CSR department ([comunicacion@aqualia.es](mailto:comunicacion@aqualia.es)).

### What do I do if a journalist contacts me about something posted about Aqualia?

**Immediately contact Aqualia's Communication and CSR department** ([comunicacion@aqualia.es](mailto:comunicacion@aqualia.es)) who will tell you how to act or ask whoever has contacted you to contact them.

### Can I take part in conversations as a spokesperson for Aqualia?

**No**. Only employees **who have been expressly authorised in writing** by the Communication and CSR department may publish information or opinions in social media on behalf of Aqualia, always acting with respect, using good judgement and common sense, and taking care with the shared information.

### What do I do if I observe a critical and / or false conversation about the company?

**Avoid confrontation or getting into discussions to disprove such information**. If you detect any behavior or content harmful to Aqualia, notify the Communication and CSR department ([comunicacion@aqualia.es](mailto:comunicacion@aqualia.es)) or **Forward a private message to the Aqualia profile on that social network**.

### Can I defend Aqualia in RR.SS. of attacks or negative comments?

**No**. Do not respond to any attack or negative comment about the company on the network. Please, **immediately inform the Communication and CSR department** ([comunicacion@aqualia.es](mailto:comunicacion@aqualia.es)) that will tell you how to act.

Keep in mind that, as an employee, your presence in Social Media represents the Aqualia brand. It is up to you to become or not in one of the best ambassadors of the company.

