



# How to respond on Social Media if...

## You are an Aqualia employee and identify yourself as such on Social Media

- 1** **Always engage in your own name** and make it clear that your opinions are your own.
- 2** Making **good use of the corporate image** (logo).
- 3** **Never post false or misleading information** about Aqualia or about your role at the company.
- 4** **Do not post** any content that conveys a **bad personal and/or professional image**.
- 5** **Avoid engagement in actions** or movements that could **lead to a degeneration of the reputation of Aqualia** and/or its services.
- 6** The **position you take on social media** should be **in line** with your **position** and **responsibilities** at the company.
- 7** **Do not disclose confidential company information or internal** information about Aqualia or related third parties.
- 8** **Your conduct should be in accordance with our Group Code of Ethics and Conduct.**
- 9** **Add value** as an employee in conversations in which the company is mentioned.
- 10** **Notify us when you detect a serious risk** to Aqualia, its subsidiaries and/or joint ventures.

## You are an Aqualia employee but do not identify yourself as such on Social Media

- 1** **Even if you do not explicitly indicate your belonging to the company,** your social media **activity may reveal this:** your followers and the people you follow, the posts you post, share or interact with through a single "like".
- 2** It is easy to identify yourself with Aqualia, so **we recommend** that, if you are going to use your social media for topics related to your professional activity, or your activity may at some point be related to the company, you should contact the Communication and CSR department ([comunicacion@aqualia.es](mailto:comunicacion@aqualia.es)).

## You are an Aqualia employee not yet on social media, but you want to be and also to identify yourself as an employee

- 1** Send an **e-mail to Aqualia's Communication and CSR department** ([comunicacion@aqualia.es](mailto:comunicacion@aqualia.es)) indicating the Social Network with which you are registered and your username.
- 2** The Communication and CSR department, as the guardian of the good use of the brand, will **accompany you** in the carrying out of your social media activity with regard to everything related to the company.
- 3** Remember to take special **care** when handling your profiles and apply the advice we recommended in the first point.

