
Subject: MSMEC Policy – Social Media Policy

Policy No.: 228

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Cooperative Role and Responsibilities: To establish a policy providing guidelines for engaging, posting, commenting and/or distributing social media content regarding Mora-San Miguel Electric Cooperative, Inc.'s (herein referred to as the Cooperative) brand.

The Cooperative respects the right of employees to use social media as a medium of self-expression and does not want to discourage employees from self-publishing. The Cooperative does not discriminate against employees who use social media for personal interest and affiliations or other lawful purposes.

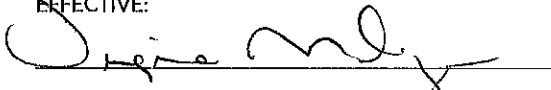
Employees are expected to follow this policy as set forth to provide a clear line between you as the individual and you as the employee. However, it is the right and duty of the Cooperative to protect itself from unauthorized disclosure of information.

Policy:

1. **Definition:** Social media is broadly defined by Merriam-Webster as “websites and other online means of communication that are used by large groups of people to share information and to develop social and professional contact,” and not limited to social networking sites such as Facebook, Snap Chat, WhatsApp, Google+, Pinterest, Tumblr, Instagram, LinkedIn, etc.; video sites such as YouTube or Vine; microblogs including Twitter; blogs, online forums and discussion boards; and all other online publications.
2. **Social Media Authorization:** The Cooperative may utilize social media to promote and further its business interests. The determination of use and editorial control of social media tools shall be the responsibility of the CEO/General Manager or designee. The CEO/General Manager shall reserve the right to designate all employee(s) who are authorized to provide social media content related to pertinent Cooperative business objectives. All social media content must adhere to the terms and conditions of use set forth by this policy. All official Cooperative business communication must have prior approval from an authorized designee of the CEO/General Manager.
3. **Cooperative Rule and Guidelines:** The following guidelines apply to all employees, and/or other employed agents who could be perceived as an official Cooperative representative providing digital content on the Cooperative's behalf.
 - a. Only authorized employees shall be allowed to engage in social media communication representing the Cooperative.
 - b. All information pertaining to the business of the Cooperative, statements, and/or comments with implied authority shall be first approved by the CEO/General Manager or designee.
 - c. Authorized employees must be transparent and identify themselves as an employee of the Cooperative.
 - d. Authorized employees could be held personally accountable for anything written or implied online that has not been approved or not in accordance with the Cooperative's policies and viewpoints
 - e. Authorized Employees shall not disclose confidential, proprietary, security sensitive information, or trade secrets regarding business of the Cooperative.
 - f. Authorized Employees shall not comment on business related to legal matters, existing litigation or with any parties with whom the Cooperative may be in litigation.

- g. Privacy rights of Cooperative employees, retirees, Board Members or agents must be honored by seeking their permission before writing about or displaying internal Cooperative events that might be considered a breach of their privacy and confidentiality.
 - h. Authorized Employees shall acknowledge that the digital content of your company-owned computer, cell phone and/or tablet, along with written content for the Cooperative belong to the Cooperative exclusively.
 - i. At no time shall employees create person content while using Cooperative property, vehicles or when wearing an official Cooperative uniform, safety equipment or Cooperative branded attire while on work time without prior approval from the CEO/General Manager.
4. **Expectations for Employees' Personal Behavior on social media:** Within social media, a similarity often exists when speaking "on behalf of the Cooperative" and speaking "about" the Cooperative. The following expectations are related to personal or unofficial online digital discussions where employees might refer to the Cooperative.
- a. Use of personal email address to register on social networks, blogs, or other online tools utilized primarily for personal use. Only use your Cooperative email address for business purposes.
 - b. Refrain from using social media and/or posting digital content while on company time, while within a workplace environment, or while on equipment provided by the Cooperative except for approved business purposes.
 - c. When expressing personal opinions, never represent yourself as a spokesperson for the Cooperative unless you are authorized to do so. If the Cooperative business could be inferred as a subject of the content you are creating, obtain prior approval before posting content.
 - d. Employees are solely responsible for their actions and comments regarding social media. Content posted by employee social media account*s) are the exclusive responsibility of the employee.
 - e. Employees should be conscious when mixing business and person lives online, as they are likely to intersect. The Cooperative respects the free speech rights of all its employees, however employees must recognize that members, colleagues and Supervisors often have access to the online content you post. Cooperative employees should also ensure that their digital presence is consistent with how they wish to present themselves to colleagues, other individuals and the general public. Before creating personal digital content, public perception should always be considered. Employees should educate themselves regarding social media privacy settings to ensure that their comments, photos, posts and the like are not viewed by people whom they do not intend to have access.
 - f. Be aware that any comment, text, photo, post and the like can be shared by any intended recipient with others despite your wish or intention.
5. **Responsibility:** This policy applies to all Cooperative employees. It is the responsibility of the CEO/General Manager or designee to ensure this policy is followed.

EFFECTIVE:

 Secretary

Date 8-25-2022

Subject: MSMEC Policy – Incident/Accident Reporting and Investigating Policy Policy No. 229
Original Issue: 8-25-2022 Last Revised: 8-25-2022 Last Approved: 8-25-2022 Page 1 of 2

Cooperative Role and Responsibilities: To provide all employees of Mora-San Miguel Electric Cooperative, Inc.'s (herein referred to as the Cooperative) with guidance in recognizing and filing incident and accident reports.

To carry out the Cooperative's basic responsibility to serve its consumers and members safely and with undue interruption.

Policy: Incident or accident reporting is required by the Cooperative and serves as a means to improve and assure that employees and others will be safe in the Cooperative's operations and conform with uniform safety standards and procedures when reporting incidents and accidents. The Cooperative encourages all employees to report accidents or incidents, actual or potential injuries or hazards.

1. Important Definitions

- a. Accident – negative implication that could result in loss of life or damage to assets.
- b. Incident – can refer to any adverse event that occurs during the course of the workday, positive or negative
- c. Near Miss – an incident in which no property was damaged and no personal injury was sustained, but where, given a slight shift in time or position, damage or injury early could have occurred.

2. What to report – Employees of the Cooperative shall report accidents or incidents that they are involved in while performing work on behalf of the Cooperative within 24 hours of the event occurring. All incidents and accidents must be reported promptly and accurately to their immediate supervisor.

- a. Employees shall immediately report any and all hazardous conditions, adverse events, near-misses, accidents or incidents to their supervisor and the Human Resources Administrative Assistant shall be provided by submitting the Incident/Accident Report form. HR will review the report and determine the appropriate actions. If the employee's supervisor and/or HR Administrative Assistant are unavailable, the event should be reported to the CEO/General Manager for appropriate action.
- b. All employees with direct knowledge of the event must complete an incident or accident form.
- c. Employees should use due diligence in reporting accurate facts leading to the event.
- d. The Incident/Accident Report should contain the following information
 - i. Name of person reporting
 - ii. Date and time of report
 - iii. Date and time of event
 - iv. Location of event
 - v. Identification of people involved
 - vi. Names of witnesses
 - vii. Factual written description of the event and action taken

3. Responsibility of Supervisors and Human Resource Administrative Assistant

- a. The HR Administrative Assistant shall arrange for Supervisors to conduct an Investigation of Accident/Incidents that involves injury to employees and/or damage to Cooperative equipment and/or private property. Outside agencies may be called in to perform investigations as determined by the CEO/General Manager.

- b. Determine if the employee(s) involved are required to be drug tested and arrange for testing when determined necessary
 - c. The HR Administrative Assistant will notify insurers, obtain investigation reports and retain all relevant documentation and arrange for the Safety Committee's review and findings once all facts are presented.
 - d. The Safety Committee shall review and render decisions as to Preventable or Non-Preventable. Names of employees involved shall not be revealed in reports presents to the Safety Committee.
 - i. Preventable Findings;
 - 1. Shall include a root cause as determined by the Safety Committee and reported as such to the immediate Supervisor.
 - ii. Non-Preventable Findings;
 - 1. Shall be determined by the Safety Committee and reported as such to the immediate Supervisor.
4. Disciplinary Actions
- a. Employees may be subject to disciplinary action for the following reasons;
 - i. The event is not reported within 24-hours of the event occurring
 - ii. False information is provided by the employee
 - iii. Employee refuses to cooperate with investigation, to include; drug/alcohol testing
 - iv. The event is determined to be preventable

EFFECTIVE:



Secretary

Date 8-25-2022
