



Social Media Policy – External

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Document Amendment Record

The following table records the complete history of the successive issues of the present document.

Issue Number	Issue Date	Reason For Amendment	Amendment Requested By	Pages Affected
1	10/12/2021	Initial issue	N/A	N/A

Preface

The purpose of the Guernsey Ports' social media accounts comments is to facilitate a relevant and on-topic dialogue with passengers' customers and the public. Third party companies of which the States of Guernsey has no direct control over hosts our social media channels.

Chapter One - The Policy

1.1. Complaints

Guernsey Ports strives to respond to relevant questions and comments in a timely matter. However, we cannot engage in all conversations and we reserve the right to use our judgment in selecting the messages we respond to publicly.

If you wish to make a complaint or provide feedback about the service, you have received at Guernsey Ports, please contact us using the methods below where our staff can investigate and respond to any issues raised directly.

Guernsey and Alderney Airports: <https://www.airport.gg/feedback>

Guernsey Harbours: guernsey.harbour@gov.gg

1.2. Non-Engagement Topic Areas

Guernsey Ports will not engage with social media users who:

- Comments not topically related to our services, provided directly or by our business partners.
- Comments that are offensive to an individual or an organisation, disrespectful, hateful, defamatory, insulting, rude, abusive, aggressive or violent. Trolls and trolling type of material will also not be permitted.
- Content that promotes fosters or perpetuates discrimination based on race, national or ethnic origin, religion, age, creed, gender, marital status, socio-economic status, physical or mental disability, or sexual orientation will also not be tolerated.
- Sexual content, pornography or links to such material.
- Messages for advertising/marketing purposes.
- Messages that contain spam.
- Messages that conduct or encourage illegal or unlawful activity.

- Messages that invade the privacy of an individual.
- Information that could compromise public safety, aviation and/or maritime security policies procedures and practices, port operations at the harbours or airports.
- Content that violates the legal ownership and or copyright interest of any other party.
- Unintelligible or irrelevant messages.
- Messages that impersonate or misrepresent someone else, including Guernsey Ports staff, public figures, other States of Guernsey employees.
- Messages that do not add to the normal flow of conversation, dialogue or debate.
- Prejudicial to court proceedings.

Guernsey Ports monitors social media comments relating to the Ports activities and issues for the purposes of responding to questions and informing users who engage with our social media platforms and can help our staff in the operations of services and activities.

Guernsey Ports is not responsible for any use of material posted by users.

Guernsey Ports also reserve the right to modify this policy at any time without prior notice.

The comments you leave should be constructive, helpful, or insightful. **Violation of these terms of engagement may result in limited or blocked access.**

1.3. Safety and Security Occurrence Reporting

Social Media accounts should not be used to report any aviation or maritime Safety and Security Occurrence Reporting. These occurrences should be reported using Guernsey Ports' reporting system Centrik only using the relevant links below.

Airports - <https://www.airport.gg/safetyreporting>

Harbours - <http://www.harbours.gg/safetyreporting>