

Social media policy

Social media policy	1
Statement and scope	2
Principles	3
Contractors and suppliers	4
Changes to the social media policy	4
Where are we present on social media	5

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Statement and scope

Thanks to social media, we can **connect, have conversations and share information with people worldwide**. Several platforms are available, like blogs, social networks, instant messaging, audio, video, and photo-sharing sites and many more.

Fluxys respects the freedom of expression and privacy of every employee. All employees are more than welcome to **interact on social media**: which means share posts, like and comment. We also invite you to interact with the publications and posts shared on the official social media platforms of Fluxys.

To **protect Fluxys against any illegal or inappropriate use of social media** by means of social media **principles included in the social media policy have been developed**.

The role of a social media policy is to help you navigate this online ocean and to protect Fluxys' reputation, facilitate compliance with applicable law and regulations, and empower employees to be advocates of the company.

This Policy is not intended, and will not be administered, to prohibit speech that is protected by law. Fluxys's social media policy will be administered in compliance with all applicable laws and regulations.

We appreciate feedback and comments via social media and do not moderate comments/posts from our followers or general public before they are posted. However, we require that everything published on our profile pages, including feedback from our followers or the general public, follows our guidelines for social media. We will, without further notice, delete comments, posts or feedback of any kind that does not follow our guidelines.



Principles

As an employee and representative of Fluxys, you are expected to demonstrate best practices and appropriate etiquette on social media, including but not limited to the following principles:

1. Only social media designated persons can speak in the name of Fluxys

Only designated employees are authorized (1) to establish social media profiles or accounts on behalf of Fluxys, (2) speak on behalf of Fluxys on social media or (3) use social media to conduct Fluxys business.

We have a network of ambassadors consisting of Fluxys employees who are willing to carry our corporate messages on social networks by sharing content prepared for this purpose.

Next to the designated persons that can speak in the name of Fluxys and ambassadors, all employees at Fluxys are more than welcome to interact on social media: which means share posts, like and comment. We also invite you to interact with the publications and posts shared on the official social media platforms of Fluxys.

2. Keep confidential information to yourself

Information available on internal networks is not supposed to be shared externally. Messages from our CEO to all employees are also not meant for the media. You should never reveal non-public company information on social media. Treat all confidential information and trade secrets of Fluxys, our partners and suppliers as strictly confidential.

3. Use good judgement about what and how you share

You are personally responsible for your words and actions and may give the perception that you are representing Fluxys, so use good judgment. Keep in mind that your posts can potentially tarnish reputations or infringe on the rights of someone else, including Fluxys and its employees. If you are about to publish something that makes you even the slightest bit uncomfortable, review. Ask yourself, if my grandmother or the CEO of Fluxys would read what I am about to publish, would they be OK with that? You are also responsible for complying with the rules of use or terms and conditions of any social media site or platform you visit.

If you are still unsure, get in touch with the social media team: socialmedia@fluxys.com.

4. Treat others with respect

Do not post comments or content about Fluxys, Fluxys employees, vendors or customers that are threatening, bullying, violent, obscene, intimidating, harassing, discriminatory or that could contribute to a hostile work environment on the basis of race, sex, disability, religion, political activity or any other status protected by law or Fluxys policy. Remember

that even when you are on your personal account, your social media activities could be seen by (potential) customers or partners. So, you should treat every interaction on social media as if you are dealing with a potential customer.

5. Follow the laws governing copyright

For Fluxys's protection as well as your own, it is important that you respect laws governing copyright, trademarks and other intellectual property, including Fluxys's own copyrights and trademarks. Do not post images, videos or any other content without the consent of the person who owns the content or appears on it. When you quote someone, make sure you link to the original content or name the source. Every platform has different terms of use, familiarize yourself with them and make sure you apply them.

Contractors and suppliers

Contractors and consultants who are agents of, acting on behalf of or in the name of a Fluxys company are also expected to act consistently with this Policy when acting on Fluxys' behalf.

Suppliers of goods and services: when contracting goods and services and in our relationship with business partners, we seek to obtain a level of behaviour standard on social media equivalent to ours.

You should at all times notify us prior to a social media update where Fluxys is mentioned via socialmedia@fluxys.com.

Changes to the social media policy

This policy will continue to evolve. Check back periodically to make certain you are up-to-date. Fluxys may modify, suspend, or withdraw the Guidelines at any time.

Where are we present on social media

LinkedIn

Fluxys: <https://www.linkedin.com/company/fluxys>

X

Fluxys Group: <https://twitter.com/FluxysGroup>

Fluxys Belgium NL: <https://twitter.com/FluxysBelgiumNL>

Fluxys Belgium FR: <https://twitter.com/FluxysBelgiumFR>

Instagram

Fluxys: <https://www.instagram.com/fluxys/>

Facebook

Fluxys Careers: <https://www.facebook.com/FluxysCareers>

YouTube

Fluxys: <https://www.youtube.com/channel/UCPaoarrvk3VheISYUOcfokw>

Spotify

Fluxys: <https://open.spotify.com/user/8ujxs4f2e02adnoavnkbitn08>