

## **Social media**

All Go-Ahead operating companies use social media as a communications channel with customers.

It is a part of modern life and plays an important part of many people's social lives however employees are reminded that the intranet is a public space and has a long memory.

All operating companies have in place social media guidelines to ensure that employees using social media do not give misleading or defamatory views on the Group company or that any views on people employed or engaged by the Group company or wider industry contravenes the values set out in the guidelines.

No individual can act as a company 'spokesman' (other than those whose roles formally include this duty) and publish comments on a social media site with reference to the Group and associated companies.