



# Networking Policy and Procedure

## Overview

Networking can be described as a socio-economic business activity where people meet to form business relationships and to recognise, create, or act upon business opportunities, share information and seek potential partners for business activities such as joint ventures. Networking may also be described as simply the action or process of interacting with others to exchange information and develop professional or social contacts. The type of networking activities Ace Finance employees will pursue will depend on their position at Ace Finance.

Providing Ace Finance employees adhere to the *Networking Policy and Procedure*, they can create and share content via websites and applications such as Facebook, LinkedIn and YouTube.

## Networking Policy

Policy Number: 202147

Policy Date: 00/00/00

Guidance: This policy should be read and carried out by all staff for all networking activities including via social media.

### Purpose of the Policy

- 1.1. The purpose of this policy is to provide a set of guidelines for employees to follow when networking, including through social media, and is legally accurate.
- 1.2. This policy provides instructions to ensure all Ace Finance employees carry out networking activities, including via social media, effectively and in line with Ace Finance goals and work culture.
- 1.3. Disciplinary actions for policy breaches are listed in this policy.
- 1.4. Relevant laws and acts form part of the *Networking and Policy Procedure* and must be adhered to.
- 1.5. Employees may be reported to the police or other appropriate authorities if a crime is involved while networking on behalf of Ace Finance. Employment may be terminated on the grounds of misconduct.



## Networking procedure

### Seeking specialist advice

- Only attend networking events that are beneficial to Ace Finance and your professional development. Speak to your manager to seek specialist advice in developing contacts if required. Industry associations, employer groups and organisations such as The Chamber of Commerce provide appropriate mechanisms for networking.

### Networking at formal and informal events

- Wear appropriate clothing for the event. This may include Ace Finance polo shirt with company logo.
- Communicate in a professional and respectful manner to all participants.
- Use appropriate etiquette for networking and when at networking formal and informal events.
- Be responsible and represent Ace Finance with integrity.
- Exercise sound judgement and do not share Ace Finance confidential and propriety information.
- Respect others' opinions, ideas, and concerns.
- Take sufficient business cards and other relevant information such as brochures.
- Follow up with contacts after the event by email, phone, face-to-face and keep appointment times.
- 'Read the room' and act accordingly. Is the atmosphere friendly and informal, serious and formal?
- Use Ace Finance credit cards as approved by your manager.

### Networking via social media

- Be responsible for what you write or show online, and exercise sound judgement.
- Join only online business networking groups that are relevant to Ace Finance activities and consistent with Ace Finance mission and goals.
- Approval must be sought from your immediate supervisor, in writing, before uploading written or visual content that may be considered sensitive, controversial, or confidential.
- Correct or remove incorrect or misleading content as soon as possible.
- Respect copyright and other legalities.
- Visual content such as illustrations and cartoons may be used in networking opportunities, but you cannot post content that a reasonable person would find offensive, racist, sexist, ageist, or culturally biased.

### Verbal and written communication

- Verbal and written online communication must convey Ace Finance as a professional and respectable organisation.
- Avoid deleting or ignoring criticisms or negative comments and feedback. Reply respectfully.
- Research thoroughly before using hashtags and other platform features.

### Representing Ace Finance

Be respectful when engaging in conversations on behalf of Ace Finance.



Do not make declarations or promises to clients, customers, or stakeholders that you cannot keep.

Avoid speaking on matters, making statements, or answering questions that fall outside your field of expertise or under another employee's responsibility.

Before posting or discussing (with external people such as clients and suppliers) any major impact content, seek approval beforehand with the Ace Finance marketing department.

#### Disciplinary consequences

Ace Finance will take disciplinary action leading up to and including termination if employees do not follow this policy's guidelines. If you inadvertently violate this policy, a reprimand may be warranted. Stricter disciplinary actions will apply if non-compliance continues.

#### Relevant procedures, Acts and laws

- Ace Finance Employee Discipline Policy and Procedure
- Ace Finance Conflict Resolution Policy and Procedure
- *Privacy and Personal Information Protection Act 1998 (NSW)*
- *The Privacy Act 1988 (Federal)*
- *Age Discrimination Act 2004*
- *Australian Human Rights Commission Act 1986*
- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*