

**Regulation of Using Social Media by the Employees of Federal Entities as Approved by the Cabinet****Resolution No. 73/3/ & 1 of 2014G****Article 1****Definitions**

In the application of the provisions of this Regulation, the following words and expressions shall have the meanings set forth opposite each of them unless the context otherwise requires:

**State:** The United Arab Emirates.

**Federal Entities:** All federal ministries, entities and institutions.

**Employee:** Each person occupying any post mentioned in the budget of the federal entities.

**Social Media:** Any electronic network of communication, whether it is via internet or via other communication networks, allows the user to create personal accounts, add their contents, and post them. Social media also allows the user to share the public within the network borders with numerous forms, such as text messages, images and video. Moreover, this also allows the user to participate in interactive discussions and activities with the network users themselves, enables individuals, and turn them from just being users to producers through the means specified in Article 4 of this Regulation.

**Participation:** The employee's use of the social media through his or her own account to discuss various issues with the public with the intention of expressing his personal opinion.

## Article 2

### Objectives of the Regulation

This Regulation aims at directing and guiding the employees about how they can use social media responsibly and safely this is when they discuss the various contemporary issues with the public. In addition, how they express their personal opinion in a manner that is not detrimental to their job reputation, the state's reputation, policy and approach or reputation of the government entities and individuals in general. Moreover, this also guides them to respect the code of ethics and professional conduct prescribed in the various laws and ensure not to violate it.

## Article 3

### Scope of Applicability

This Regulation shall apply to all employees working at federal entities in the UAE.

## Article 4

### Social Media

The social media includes the following categories:

#### **1-Social Media Networks:**

It mean all types of websites that are used to communicate with others and interact with them by expressing opinions, reposting and participating in comments, such as the Facebook, Myspace, Twitter, etc.

**2-Multimedia Networks:**

It means websites that are for posting visual materials (videos), audio or images and share them with others, and make comments on the materials posted by others on such websites. Some examples of multimedia include YouTube and Flickr.

**3-Blogs:**

They mean personal websites that allow for immediate posting of the various materials, whether they are texts, images, audio or video materials. Moreover, the blog visitors have the feature to comment on such posted materials.

**4-Forums:**

They mean the websites that provide applications that allow participants on such websites to discuss specific topics and post related materials.

**5-Wiki Software:**

It means the websites that use all types of the Wiki software that allow the user to add, edit and modify the contents of the pages of such websites, such as the Wikipedia.

## Article 5

### General Controls for Using Social Media

1-The employees shall be prohibited to post the official contact information related to their employer at their own personal account, such as the job title, name of the entity that he /she works in, phone number and the email, etc without their employer's written consent, or according to a formal assignment as one of their job duties.

2-The employees shall make a statement which clarifies to the public that the opinions and comments posted via social media represent their personal views rather than the entity he/she working in.

3-The employees shall abide by using social media in a manner that must not prejudice his job reputation, government entity reputation or the country reputation in general.

4-The employees shall fully abide by any resolutions approved internally in the workplace, which are related to using the social media and also completely cooperate with the departments concerned with the implementation and application of the resolutions.

5-The employee shall comply with human resources rules and regulations, especially those providing for that the employee should not be engaged with personal activities during official working hours, such as social media platforms. The employees who are officially assigned to enter and follow-up sites social media has the exception from the above statement, and employees who are directed by their employers to support a certain campaign, initiative or an issue visa such media.

6-The employees must show tolerance and respect for all other cultures and avoid posting or sharing any content or a bigotry, or racial-induced comment, or a comment that is against public morality or decency in the country.

7-The employees shall abide by general terms and conditions of using the social media, such as intellectual property rights and privacy policy, and abstain from defamation, threat, discrimination, abuse and against any individual or group, including their workplace, and observe applicable laws of the country or the generally recognized ones on the internet.

#### **Article 6**

##### **Posting Information and Comments-Related Controls**

1-The employees shall make sure that the information is appropriate prior to sharing the same on social media, especially what is related to the government entities by verifying whether such information is available for posting and ensuring that it is not wrong, misleading, unconfirmed or unsubstantiated or unsupported with established facts. At the same time, the source verified of such information.

2-The employees shall totally refrain from using the method of irritation, inflation and sharp criticism, and have high level of responsibility and professionalism when sharing with others.

3- The employee is prohibit from sharing the information he gets while doing his job on purposes not related to work without obtaining official approval.

4-The employees shall abstain from sharing or posting any information that is not in line with the entity or department where they work, or with the guidelines adopted by the UAE Government in general.

5--The employee shall refrain from participating or publishing any information incompatible with policies of the entity or administration in which employee works, or with directions of the government of UAE in general.

6- The employees shall not communicate with each other on matters and topics concerning daily work tasks or workflow in the entities where they work through social media, and they should replace them with other more professional channels of communication, such as official emails or internal correspondences.

7-The government employees shall use the official websites of the government entities in case they would like to make any suggestion or remark on performance, complaint or grievance against any government entity.

#### **Article 7**

##### **Matters Related to Cases Brought to Court**

The employees shall refrain from using social media to comment on cases brought to courts or to influence the investigation procedures and the decisions and judgments issued by the competent judiciary systems.

#### **Article 8**

##### **Using the State Emblem and Official Identity**

1-The employees shall not use the official emblem of the country and other emblems of government entities at all levels and for any private purposes via social media except in case of obtaining an official authorization for that.

2-The employees shall refrain from using any signatures, images or introductory description that would give an impression that the entity where the government employees work adopts officially or unofficially what is being posted via such media except in case of obtaining an official authorization for that.

3-The employees may not use the identity of any government entity or the identity of any government employee, or any government entities initiative via social media for whatsoever reason without an official approval for that.

### **Article 9**

#### **Controls of Using Job Capacity in Social Media**

1-The employees shall abstain from making any comment or statement on issues or cases that fall within the jurisdiction of the formal spokespersons at the entity where they work or any other federal entity.

2-The employees shall not present themselves as the ~~officially~~ authorized spokespersons at the government entity where they work without any official consent from such entity for that.

3-The employees shall not give any promise or undertaking to the public via social media without having the powers and obtaining in advance the necessary approvals from their employers.

4-In the event that the employees receive any inquiry or request from any media outlet, question or comments monitored via social media, they should redirect them to the entities or departments concerned to deal with them at their workplace level.

**Article 10****Public Opinion Cases & Political Implications**

When circulating any cases of political, sovereign or diplomatic implications, the employees shall verify everything posted on social media is in line with the general guidelines and formal stance of the UAE Government, and must not prejudice its reputation or image and its constant position before the local, regional and international community.

**Article 11****Information Security**

The employees shall take all information security precautions, in coordination and consultation with the competent department at their own workplace while using social media, whether personally or professionally from their workplaces' systems or devices. Moreover, the employees must refrain from using a title or a password in the official email for registering or accessing social media accounts. Additionally, they shall also abide by the information security policy at the federal government and any policies arising from it at the entity level where government employees work, and notify the competent authority at their workplace and the entities concerned in case of being exposed to such breaches.

**Article 12****Administrative Penalties**

1-Each employee violating the provisions of this Regulation shall be subject to the administrative procedures and penalties set out in the Human Resources rules and regulations applied at his or her workplace.

2-The federal ministries and entities shall be responsible for the implementation of the administrative penalties, according to their respective jurisdiction against any employee violating the provisions of this Regulation.

**Article 13****Criminal and Civil Responsibility**

Applying the administrative penalties to each employee breaching the provisions of this Regulation shall not be breach of his or her criminal or civil responsibility arising from the violation.

**Article 14****Annulments**

Any provision of any other resolution annulled to the extent of being in conflict with the provisions of this Regulation.

**Article 15****Enforcement**

This Regulation shall be in force effective May 1, 2014, and all federal entities shall implement the provisions thereof.

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**The Regulation was approved by the Cabinet Resolution No. 73, 3 & 1 of 2014 G on March 16, 2014**

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***/Sealed/ United Arab Emirates – The Cabinet***

This translation of the Federal Law by Decree No. 11 of 2008 on Human Resources in the Federal Government only aims at identifying and clarifying the Articles of the Law and relevant policies (and procedures) .In case of any conflict between the Arabic and English versions, the Arabic version shall prevail and overcome.