

# Social Media Policy

## Article 1 Guiding Principles

This policy provides a framework for using social media. Social media is a place where people exchange information, opinions and experiences to learn and develop, and also for recreation. Whether you are handling a corporate account or using one of your own, you must not cause damage to our organization in any way. This policy provides practical advice to avoid issues that might arise by improper use of social media.

By “social media”, we refer to a variety of online communities like blogs, social networks, chat rooms and forums – including but not limited to Facebook, LinkedIn, Twitter, Instagram, etc.

This policy is built around two different elements: first, using personal social media at work and second, representing Indorama through social media.

## Article 2 Using Personal Social Media

We allow our employees to access their personal accounts at work, but we expect you to act responsibly and ensure that your productivity is not affected.

Whether you are using your accounts for business or personal purposes, you may easily get sidetracked by the vast amount of content available. Accordingly, please restrict your use to a few minutes per workday.

We also ask you to be careful when posting on social media and expect you to adhere strictly to all applicable Indorama policies and confidentiality obligations at all times. We also caution you not to violate any applicable anti-harassment regulations, or post content that might make your collaboration and teamwork with your colleagues more difficult (such as hate speech against groups which your colleagues belong to).

In general, you are expected to:

- (a) Ensure that others know that your personal account and statements do not represent Indorama. You should not state or imply that your personal opinions and content are authorized or endorsed by Indorama. We advise using a disclaimer such as “these opinions are my own” to not cause misunderstandings.
- (b) Avoid sharing intellectual property like trademarks on a personal account without approval. Confidentiality policies and laws always apply.
- (c) Avoid any defamatory, offensive or derogatory content. Such content may be considered a violation of Indorama policies, particularly if directed towards colleagues, clients, partners, or other stakeholders.

The list above is illustrative only and not intended to be exhaustive. You should always exercise professional and responsible judgment before posting content to your personal social media account.

### Article 3 **Representing Indorama**

Some employees may be asked to represent Indorama by handling corporate social media accounts or speaking on Indorama’s behalf. When doing so, we expect you to act carefully and responsibly to protect Indorama’s image and reputation. You should:

- (a) Be respectful, polite and patient when engaging in conversations on Indorama’s behalf. You should be extra careful when making declarations or promises towards customers and stakeholders.
- (b) Avoid speaking on matters outside your field of expertise. Everyone should be careful not to answer questions or make statements that fall under somebody else’s responsibility.
- (c) Comply with Indorama policies and observe all applicable laws, including without limitation relating to copyright, trademarks, plagiarism and fair use.
- (d) Consult with your manager or Indorama management (as applicable) before sharing any major-impact content.

- (e) Avoid deleting or ignoring comments for no reason. We should listen and reply to criticism.
- (f) Never post or re-post discriminatory, offensive or libelous content or commentary.
- (g) Correct or remove any misleading or false content as quickly as possible.

#### Article 4

#### **Disciplinary Consequences**

We may take disciplinary action leading up to and including termination if employees do not follow this policy's guidelines. Examples of non-conformity with this policy include but are not limited to:

- (a) Disregarding job responsibilities and deadlines to use social media at work.
- (b) Disclosing confidential information through personal or corporate accounts.
- (c) Making offensive comments.

Please consult with your manager or Indorama management (as applicable) if you are unsure whether any specific content can be shared on social media.