

## WBFN SOCIAL MEDIA COMMUNICATIONS GUIDELINES

### WBFN Communication channels

The Family Network (FN) communicates with Members, in accordance with the *WBFN and Member Communication Guidelines*, through dedicated FN communication channels - **Facebook**, **LinkedIn**, and chat groups on **Telegram** (WBFN Buddies) and **WhatsApp** (Buddies DC Social, Buddies DC Visa/ Permits, WBFN Moms and moms to be) – as well as through the WBFN website <https://www.wbfn.org/>

**The WBG Services Bulletin Board** is available to Members to post commercial, professional or volunteer services and offerings. The WBG Employee first gains access for their WBFN spouse/partner, and then the FN Member can maintain their own account. <https://bulletinboard.worldbank.org/home>

FN social media channels are available to Members to use, in accordance with the *FN and Member Communication Guidelines*.

### WBFN and Member Communication Guidelines

- Practice kindness and polite, ethical behavior online.
- Stay on-topic and be constructive. When expressing opinions, simply state "views expressed are my own".
- Credit copyrighted items such as images, music, photos, videos and graphics to the original owner or refrain from using them completely. Do not publish pictures or material from another person without their consent.
- Exercise common sense and good judgement when choosing what personal and professional information to share.
- Refrain from responding to negative reviews or comments.
- Stop and think before posting, especially when angry. Even if someone deletes a post, it may be too late.
- Content that is or could be deemed advertising, marketing or promotion of commercial, professional or volunteer services, spam or any other form of solicitation for commercial gain or free of charge is not acceptable and will be removed.
- Discriminatory, insulting, inflammatory, obscene, abusive, harassing, hateful, bullying, racist, ableist, ageist, racism, sexism, homophobia, transphobia or harmful communications by Member/s are not acceptable and will be removed. The Member/s may also be declined access to WBFN social media channels by the Social Media Administrator.

**The WBFN Social Media Administrator has the responsibility to edit or remove content that is deemed a misuse or violation of the WBFN Communication Guidelines.**

**To report a misuse or a violation of the Communication Guidelines, contact us at [familynetwork@worldbank.org](mailto:familynetwork@worldbank.org)**