

Online Interaction Policy

This document describes the guidelines for comment moderation and online interactions including emails and social media.

Edinburgh Trams has a number of online communication channels. We encourage interaction from the public however we also ask that everyone respects the rules and guidelines either in place by the social media network or as set out in our own policy. We reserve the right to remove, ignore or block any activity or accounts that break these rules.

We ask the public and company moderators to use online communication channels in the spirit it was intended. By this we mean:

- Be civil, tasteful & relevant
- Do not use inappropriate language
- Do not be harassing, defamatory, violent, aggressive, libellous, argumentative or discriminatory
- Do not troll
- Do not post from fake accounts
- Do not spam

Edinburgh Trams is committed to the following standards:

- Timeliness – we will respond to comments (if appropriate) as soon as possible.
- Honesty – we will not attempt to hide the truth. We will be honest but without being libellous.
- Accuracy – if we make an error, we will be honest about it and do all we can to correct it.
- Integrity – we will be mindful of content posted in the public domain.

We will try not to be too formal or too scripted. Instead we will try convey individual's personality while respecting the company values to be *Trusted, Innovative, Passionate* and *Smart*.

If you have been blocked, you can continue to contact us via one of our other channels. Please refer to our 'Contact Us' page for more information.