



Policy Document	
Title: Maximus Social Media Policy	To: Maximus Employees and Contractors
Department: Human Resources	Effective Date: September 2022

At Maximus, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers worldwide. However, social media also presents certain risks. To assist you in making responsible decisions about your personal use of social media, we have established this policy to provide guidance on what is appropriate and how your content could impact Maximus.

This policy applies to all Maximus employees, contingent workers, officers, and directors affiliated with all Maximus business units worldwide.

Overview

Keep these 10 takeaways top of mind when using social media.

1. Do not disclose confidential information, including trade secrets, Personally Identifiable Information (PII) or Protected Health Information (PHI).
2. Do not engage in offensive, racist, discriminatory, or hateful behavior.
3. Do not reference Maximus clients, partners, or suppliers without their approval.
4. Do not say anything dishonest, untrue, or misleading.
5. Do not correct misinformation made about Maximus in the media, instead, refer it to Corporate Communications.
6. Do use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of Maximus.
7. Do be upfront about any mistakes you make and correct them quickly.
8. Do include a disclaimer in your profile stating “views and opinions are my own”.
9. Do follow Maximus on social media and share corporate content with your social media networks.
10. 10. Make connections and have fun!

Purpose

Freedom of speech is an important protection under the First Amendment of the United States Constitution. However, this right relates to protection from government suppression of speech and does not apply to the employment relationship. Employers are allowed to set limits on employee speech that affects the organization.

This social media policy supplements the [Employee Handbook](#) and applies to all employees at Maximus and individuals who identify themselves publicly as affiliated with Maximus in any capacity. It establishes Maximus policy for all personal statements in the public space, such as print (e.g., newspapers, magazines, etc.) or digital (e.g., videos, websites, social media, etc.). Inappropriate statements can pose risks to Maximus' confidential and proprietary information, reputation, brand, compliance, and interactions and operations with other employees.

While employees are solely responsible for what they post online, they should consider the risks and rewards before creating online content. Keep in mind that any conduct that adversely affects job performance, the performance of fellow associates, or otherwise adversely affects members, customers, suppliers, people who work on behalf of Maximus, or Maximus' legitimate business interests may result in disciplinary action up to and including termination.



Scope

Maximus will review, investigate, and take action regarding improper personal conduct or statements reported to the Company or when the employee:

11. Discloses trade secrets (including internal reports or other internal business-related confidential communications) and confidential information, which includes but is not limited to client and employee Personally Identifiable Information (PII) and Protected Health Information (PHI)
12. Represents themselves as a spokesperson on behalf of Maximus without Corporate Communications approval
13. Fails to follow financial disclosure laws, such as giving others inside information so they may buy or sell stocks or securities
14. Engages in offensive, racist, discriminatory, or hateful comments related to immutable characteristics, such as sex, gender, race, or sexual orientation or hateful acts of any kind or is severe enough to constitute a hostile work environment (online bullying, internet trolling, etc.)
15. Is a threat to employee mental or physical safety or of workplace violence

Employees have a right to engage in protected activity regarding the workplace under the National Labor Relations Act (NLRA). The acts and speech associated with protected and concerted activity are not within the scope of this policy.

Reporting

Maximus staff must report any social media content that is malicious, false, disparaging, or defamatory to clients, customers, or the public. Reports can be submitted to your direct supervisor or local human resources representative, [Corporate Communications](#), and the [Ethics Hotline](#) (844.592.2218).

Social Media Tips for Personal Accounts

Many of us are active on social media to stay connected to people, be informed of current events, and voice our opinions about causes that we feel passionate about. However, there are certain common-sense tips that we encourage you to keep in mind when using social media.

If you find a work-related issue on social media, such as inappropriate posts, please raise it with your supervisor or manager. If you have any questions about cybersecurity, please contact the Information Security Office.

- **Maintain confidentiality:** It's perfectly acceptable to talk about your work and have a dialog with the community, but it's not okay to publish confidential information. Confidential information includes, but not limited to, unpublished details about internal operations, details of current projects, future product dates, financial information, research, and trade secrets (products and the way we perform services that we keep secret). We must respect the wishes of our partners and members regarding the confidentiality of current projects.
- **Protect your privacy:** Privacy settings on social media platforms should be set to allow anyone to see profile information similar to what would be on the Maximus website. Other privacy settings that might let others post or see personal information should be set to limit access. Be mindful of posting information you or Maximus would not want the public to see.

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- **Protect the privacy of others:** Maximus clients, partners, or suppliers should not be cited or obviously referenced without their approval. Never identify an employee, client, partner, or supplier by name without permission and never discuss confidential details of project or partnerships.
- **Be honest:** Do not use pseudonyms, anonymous identities, or false screen names. Do not say anything dishonest, untrue, or misleading. If you have a vested interest in something you are discussing, point it out. But also be smart about protecting yourself and your privacy. What you publish will be around for a long time, so consider the content carefully and avoid disclosing personal details.
- **Respect copyright laws:** You must show proper respect for the laws governing copyright and fair use or fair dealing of copyrighted material owned by others, including Maximus' copyrights and brands. You should never quote more than short excerpts of someone else's work and always attribute such work to the original author/source. It is good general practice to link to others' work rather than reproduce it.
- **Respect your audience, Maximus, and your co-workers:** The public in general, and Maximus' employees, clients, and partners, reflect a diverse set of customs, values, and points of view. Don't say anything contradictory or in conflict with the Maximus website, positions, or core values. This includes the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) and proper consideration of privacy and topics that may be considered objectionable or inflammatory — such as politics and religion. Use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of Maximus.
- **Controversial issues:** If you see misrepresentations made about Maximus in the media, don't correct the misinformation yourself, instead refer it and all related information to Corporate Communications. If you speak about others, make sure what you say is factual and does not disparage that party. Avoid arguments. Don't try to settle scores or goad others into inflammatory debates. Make sure what you are saying is factually correct.
- **Be the first to respond to your own mistakes:** If you make an error, be upfront about your mistake and correct it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses you of posting something improper (such as their copyrighted material or a defamatory comment about them), deal with it quickly — better to remove it immediately to lessen the possibility of a legal action.

Disclaimers

Many social media users include a prominent disclaimer saying who they work for, but that they're not speaking officially. This is good practice and is encouraged, but don't count on it to avoid trouble — it may not have the requisite legal effect.

Wherever practical, you should use a disclaimer saying that while you work for/represent Maximus, anything you publish is your personal opinion and not necessarily the opinion of Maximus.

- **Content disclaimer:** The views and opinions expressed here are of the author and do not necessarily reflect those of Maximus.
- **Non-endorsement disclaimer:** Maximus does not endorse specific products, processes, or services mentioned in this post. Any reference to trade name, trademark, manufacturer, or



otherwise is intended for illustrative purposes only and does not imply endorsement or recommendation by Maximus.

- **Errors and omissions disclaimer:** Maximus does not and cannot guarantee the validity of the information found herein. Neither Maximus nor its employees are responsible for the accuracy, completeness, or usefulness of any information provided.
- **Third-party content disclaimer:** Certain links included in Maximus' social media pages, groups, or accounts may lead to resources maintained by third parties over whom Maximus has no control. Maximus makes no representations or warranties as to the accuracy of, or any other aspect relating to, those resources.

Acknowledgement

By my signature below, I am acknowledging that I am in receipt of the Maximus Social Media Policy . I certify that I have read, understand, and agree to the information provided and outlined to me in this document.

Name (Please Print): _____

Signature: _____

Date: _____