

# SOCIAL MEDIA COMMUNITY GUIDELINES

To create and maintain a positive, engaging environment for users across our social media channels, we request all users treat each other with courtesy and respect. Personal attacks, harassment, threats and insults are prohibited.

We reserve the right to determine, at our discretion, whether contributions to our social media channels breach our guidelines. We reserve the right to remove comments or posts made on our channels, as well as block users who do not follow the guidelines listed below.

Global Rescue will not tolerate and reserves its right to remove comments containing or promoting:

- + Offensive, fraudulent, threatening, abusive, hateful, inflammatory, profane, obscene, sexually explicit or violent language.
- + Discrimination based on sex, religion, nationality, disability, race, sexual orientation or age.
- + Misinformation, disparaging information or any other posts that might harm Global Rescue, its employees or any of its members.

Global Rescue may remove comments and posts that are off topic, including personal or commercial solicitations ("follow me on Twitter, win a free laptop, etc."). We may also remove identical posts by the same (or multiple) user(s).

Comments that suggest, encourage or promote participation in illegal activities will be removed.

Do not include any personal information that you do not want made public in posts or comments to our social media channels. All Global Rescue social media channels are "public" profiles.

Comments or posts that include references or personal information about other users or Global Rescue employees (apart from what they have publicly disclosed themselves) that could be used to identify or locate them, will be removed.

Links on Global Rescue's social media channels may go to third party sites. Global Rescue is not responsible for the content on those sites.

## **License to use user-generated content (UGC)**

If your content appears on Global Rescue's social media pages via an @mention, tag, hashtag, etc. or you directly post to Global Rescue's social media pages, you grant us the right to use or reproduce your content. Additionally, any unsolicited ideas or suggestions you post on our social media pages will automatically become property of Global Rescue without limitation, with no obligation for us to compensate you.

## **When do we respond?**

Global Rescue welcomes and strives to read all messages, posts and comments. We may answer when appropriate. However, although our accounts are being continuously monitored, replies will be made between 8 a.m. and 9 p.m. ET, Monday to Friday.