

TMS EXTERNAL SOCIAL MEDIA POLICY

TMS is committed to fostering open discussion and networking among members of its community. Social media is an important tool in accomplishing this. Similarly, social media is a valuable platform for sharing news about our members' accomplishments, relevant news, TMS events, and member benefits. In all interactions, TMS members, staff, and other users are expected to abide by the [TMS Code of Conduct and Anti-Harassment Policy](#).

EXPECTATIONS OF TMS

The nature of our work as a professional society, and the nature of social media, encourages interactions with and among members. Throughout these transactions TMS is committed to:

- 1) **Honesty:** TMS and its staff will be honest in all representations of the company, our products, and services. This includes being transparent about our role or stakes in promoting an item.
- 2) **Accuracy:** TMS will make every effort to post information that is complete and accurate, and to post corrections when necessary.
- 3) **Privacy Protection:** TMS will take necessary measures to safeguard sensitive information and protect the Society, its staff, our members, and other customers. TMS will not disclose sensitive information over social media, including via the use of private/direct messages.
- 4) **Respect:** As with all TMS communications, we are committed to treating others with respect and we expect the same of our members, customers, and associates.
- 5) **Content Moderation:** TMS will moderate discussions when violations are brought to its attention – this includes, but is not limited to, instances of spam, defamation, personal attacks, and offensive language. TMS may choose to respond to these instances through a variety of methods including, but not limited to, replying, deleting posts or comments, and blocking offending users. This policy does not limit TMS from taking other actions.
- 6) **Responsiveness:** TMS will respond, when appropriate, to posts and private/direct messages. This includes instances where a response from the Society can help clarify information or resolve a situation. For a faster response, or to get assistance with a specific inquiry, we recommend contacting TMS directly via e-mail at tmsgeneral@tms.org or by phone at 1-800-759-4867 (U.S. and Canada only) or 1-724-776-9000 (all other countries).

EXPECTATIONS OF MEMBERS AND OTHER USERS

TMS encourages users to interact with the Society and one another. To ensure these interactions remain respectful and appropriate the following policies and practices are in place:

- 1) **Adhere to TMS Anti-Harassment Policy and Code of Conduct:** The Society's policies on harassment and TMS culture also apply to public communications via social media. Be respectful in all communications with other users, TMS members, and TMS staff. Violations of this policy will be handled in line with other violations of TMS policies. Please reference the [TMS Code of Conduct](#) for more information or to file a report on a violation.

- 2) **Be Engaging:** TMS encourages its members to engage with both the Society and one another on its various social media platforms. Members are encouraged to share news about TMS events but also to share their own professional accomplishments, tagging TMS so that the Society can reshare and elevate their accomplishments.
- 3) **Refrain from Spam:** Users shall not comment or post spam messages on any TMS social media accounts or posts. Spam posts may be deleted and offending users may be blocked.
- 4) **Respect TMS Ownership of Accounts:** TMS reserves full ownership of its name and associated branding. TMS members and other social media users are prohibited from creating accounts that represent themselves as official TMS accounts or as affiliated with TMS.

This policy is not intended to limit the Society's authority to discipline or take remedial action for online conduct which is deemed unacceptable, nor is it intended to restrict how the Society responds to members and other users on social media.