

## Purolator social media guidelines and terms of use

Purolator engages our community through the following social media channels: Instagram, LinkedIn, Twitter and Facebook. All posts and comments should be consistent with Purolator's [corporate values](#). Users are welcome to post constructive comments and opinions, as well as reach out for support from our Customer Care team.

### **Purolator social media guidelines**

By contacting or contributing to any Purolator social media channel, the user agrees to respect the rules of the platform on which you are participating:

- [Instagram Community Guidelines](#)
- [Facebook Community Standards](#)
- [Twitter Rules and Policies](#)
- [LinkedIn Professional Community Policy](#)

Additionally, by contacting or contributing to any Purolator social media channel, the user agrees to the following:

- Be respectful of other users of social media platforms.
- Not engage in harassment, personal attacks or abuse toward individuals or organizations.
- Not use language that is discriminatory, hateful or violent toward identifiable groups or that could incite others to discriminate, practice hate or violence.
- Not break the law or encourage others to do so (this includes defamation, breaching privacy, breaching another person's intellectual property rights such as copyright, condoning illegal activity and contempt of court).
- Not post statements that do not generally pertain to the designated topic or theme of discussion.
- Not use the social media channel for commercial purposes of any kind.
- Not post personal information of yours or other individuals (including addresses, phone numbers, email addresses or other online contact details).
- Not impersonate or falsely claim to represent another person or an organization.
- Not attempt to log on using another user's account.
- Not post materials that contain a virus or harmful component of any kind.
- Abide by the Terms of Use for the organization hosting the social media channel (see above).

Social media engagement:

- While comments, content, messages and posts may be monitored by Purolator, it may not be possible to monitor all comments, content, messages and posts immediately. The user acknowledges that all comments, content, messages and posts submitted to a Purolator social media channel, other than content submitted by, or on behalf of, Purolator, expresses the views and opinions of the user submitting it and Purolator has no liability whatsoever for the content.
- Purolator may delete any comment, content, message or post if such violates these social media guidelines and terms of use, as determined by Purolator, at its sole discretion. If a user continues to breach these guideline and terms of use, Purolator may, at its sole discretion, take appropriate action including blocking the user from the Purolator social media channel and legal action.
- The content a user submits to a Purolator social media channel remains the property of the user, but by submitting it, the user gives Purolator an ongoing license to use, reproduce, publish, display, distribute, transmit, modify, adapt and create derivative works of such content without payment of any compensation to the user.
- Purolator reserves the right to redirect users of one Purolator social media channel to another Purolator social media channel to better assist the user.

**Purolator employees, agents or contractors**

If you are a Purolator employee, agent or contractor, please review the Purolator Social Media Policy and the Guidelines for the Responsible Use of Social Media (available on PuroNet) for practical advice designed to help protect Purolator's brand, identity and reputation.

If you have any questions about these guidelines and terms of use, please contact our Corporate Communications team at [corporatecommunications@purolator.com](mailto:corporatecommunications@purolator.com).