

Consultation for Policy Task Team Review – MISA

Draft Social Media Policy

The purpose of the Social Media Policy is to recognise the growing popularity of participation in online social media. MISA is supportive of staff members participating in social media in their personal time to keep in touch with their friends, share information, or participate in online discussions. However, for staff members who use social media either as part of their job or in a personal capacity, it is important to understand staff members' employment obligations when online communication is about MISA and government, their services, staff members, or other work-related issues. The term 'social media' refers broadly to any online media that allows for user participation, interaction, or publishing. Commonly used social media tools include but are not limited to, *Facebook, YouTube, X (formerly Twitter), Weblogs, Flickr, LinkedIn, Snap Chat, Instagram, Tik-Tok* and discussion boards and wikis. Although many users may consider their comments posted on social media or discussions on social networking sites to be private, these communications are frequently available to a larger audience than the author may realise. As a result, any online communication that directly or indirectly refers to MISA, its services, staff members, or other work-related issues, has the potential to damage MISA's reputation or interests.

The objectives of the Policy are as follows:

- To ensure effective management of social media throughout MISA.
- To ensure consistency and synergy in MISA messaging.
- To provide direction and guidance on the best social media practices.
- To manage and positively influence the MISA's reputation, internally and externally.

The Policy is intended to regulate the usage of social media in a way that will not affect the Department negatively. To avoid reputational damage and ensure efficient, strategic, social media communication, employees are expected to follow the guidelines outlined in this policy.

Draft Telephone and Mobile Policy

The purpose of the Telephone and Mobile Policy is as follows:

- To regulate the allocation and use of mobile communication services including devices by all employees within MISA.

- Provision of procedures related to the effective, efficient, and economical use of mobile communication services as a tool of trade.
- Outlining and formalising procedures to be followed in each of the activities relating to the allocation, usage, custody, and possession of the telephone and mobile communication service inclusive of devices.
- Standardising the allocation of telephone and mobile communication devices at MISA.
- Defining principles and rules that are necessary to govern the usage, custody, procurement, and possession of telephone and mobile communication services inclusive of devices.

The objectives of the Policy are as follows:

- Efficient and effective utilisation of MISA telephone and mobile devices as a tool of trade, including procedures that will maximise the value of MISA.
- Responsibilities of employees and administrators towards safeguarding of telephone and mobile devices.
- Prevention of abuse and ensure accountability of the telephone and mobile communication services and devices.
- Foster a working environment that responds positively and proactively to the communication needs of MISA employees.

The Policy regulates the provision of telephone and mobile communication, usage thereof, and available options for employees.

Draft Travel Policy

The purpose and the objectives of the Policy are as follows:

- To provide norms and standards for travelers whether undertaking domestic or international travel.
- To provide guidelines to facilitate and ensure that their travel arrangements are in accordance with the principles of efficiency, cost-effectiveness, and transparency.

The principles which underpin the Travel Policy are as follows:

- The Travel Management Company will book using the negotiated government rates and fares where applicable.
- The appointed TMC must compare various airline fares, accommodation rates, and car rental rates before confirming a booking to maintain the principles of competitiveness and cost-effectiveness in supporting the Institution's sustainability.
- Each traveler should exercise good and ethical judgement when incurring travel expenses and must use the most cost-effective options.
- Each traveler should obtain prior approval from a duly authorised official for any travel or changes thereto.
- Each traveler will further conduct business with integrity and comply with all applicable policies and in a manner, that excludes considerations of personal advantage.
- On approving travel requests every manager should consider the necessity to travel, the benefit to MISA, and the most cost-effective option.

- All requests for international travel should include the following:
 - A motivation for the visit, especially its benefit for MISA specifically, and the government and the country generally.
 - The financial implications of the visit.
 - A list of the delegation and their roles.
- Compliance with this Policy is the responsibility of the traveler(s). MISA will reimburse all necessary business-related expenditures incurred by a government official in accordance with clause 9 of this Policy (Administration of Travel Expenses).
- Each traveler will safeguard MISA information and assets while traveling and avoid compromising that security.
- It is incumbent upon each traveler to maintain the validity of necessary personal travel documents such as passport, visa, international driver's license, etc. Any justifiable costs of doing so may be claimed.
- Travelers should, where possible, plan official travel in advance obtain approval and make a booking/reservation at least 24 hours before departure. The use of national travel negotiated airline rates and fares should always be considered.
- International travel should be limited to absolutely critical trips and the number of the delegation should be limited and should only include travelers that are directly involved in the subject matter of the meeting or event.
- Before the traveler departs to a destination, he/she is responsible for obtaining as much information as possible. The following should be considered: Consult a travel clinic well in advance, take cognizance of the political and security situation in the country, and confirm the business etiquette that is applicable.
- Travelers are not allowed to approve their requests and expenditures for travel and accommodation.
- For officials who must travel internationally, a submission should be routed through the MISA CEO for COGTA Minister's approval.
- The Policy regulates travel arrangements by road and/or air travel for work-related trips in and outside the country for different levels of employees and the process to acquire permission thereof.

Draft Records Management Policy

The purpose of the Policy is as follows:

- To provide procedures to be followed by MISA employees for the creation, maintenance, storage, and disposal of records within MISA in accordance with the *National Archives and Records Service of South Africa Act, 1996 (Act No 43 of 1996)* as amended.
- Establish a mechanism for the control and management of access to information held by MISA, in terms of the *Promotion of Access to Information Act, 2000 (Act No 2 of 2000)*.
- Ensure that section 13 of the *National Archives and Records of South Africa Act No 43 of 1996, (NARS Act)* as amended, requires government departments to manage their records in a well-structured record-keeping system, to put the necessary policies and procedures in place and to ensure that their records management practices comply with the requirements of the *Act*.

The objectives of the Policy are as follows:

- To establish standards and requirements for the management of all records in the possession or control of MISA, and

- Promote a systematic approach to records management within MISA.

The principles that underpin the Records Management Policy are as follows:

- MISA follows sound procedures for the creation, maintenance, retention, and disposal of all records, including electronic records.
- Its records management procedures comply with legal requirements, including those for the provision of evidence.
- Sound procedures for the security, privacy, and confidentiality of records are followed.
- MISA has performance measures for all records management functions and reviews compliance with these measures.

The Policy makes provision for all records created and received by MISA to be managed in accordance with the records management principles contained in section 13 of the *National Archives and Records Service of South Africa Act, 1996 (Act No 43 of 1996)*.

Members are requested to peruse the *attached* draft policies and submit inputs and comments to Takalani.modau@misa.gov.za and Velucia.maluleke@psa.co.za by **9 August 2024**.

Employees who want to join the PSA can visit the PSA's website (www.psa.co.za), send an email to ask@psa.co.za, or contact PSA Provincial Offices.

Reuben Maleka
GENERAL MANAGER