

## **Albatros Expeditions Service Level Agreement for Social Media**

Albatros Expeditions social media accounts are monitored during office hours (8:30 am to 5:00 pm Copenhagen time).

Albatros Expeditions will endeavor to respond to social media enquiries during office hours, with messages posted out of hours being dealt with on the first working day after they have been received.

In the event of a workshop / conference / open house or other kind of off-schedule event, social media accounts will be monitored for its entire duration.

There will be periods throughout the year in which social media accounts will be monitored out of hours, especially during our participation in events / fairs / conferences overseas. Albatros Expeditions will be able to respond to your enquiries via social media during our participation in these events, but please keep in mind our headquarters location in Copenhagen (GMT+2).

Albatros Expeditions is closed on Christmas and New Year, as well as in Danish National Holidays. During these days, we will not answer enquiries on social media but we will post messages to remind people of the closure. We will do our best to respond to enquiries from 2<sup>nd</sup> January onwards.

In the event of an emergency or natural disaster, Albatros Expeditions will make use of its social media accounts to warn people and send updates. In this type of situation, we will maintain communication through our social media for the duration of the event, but can be reached via phone to our office in Copenhagen, or via e-mail at [media@albatros-expeditions.com](mailto:media@albatros-expeditions.com) for all urgent matters. However, Albatros Expeditions will only deal immediately with issues related to the emergency and ensuring the safety of everyone involved during this period. Other types of enquiries will be addressed as soon as possible during office hours.

Albatros Expeditions makes use of tools to schedule social media posts but is often monitoring these to ensure its actuality. This means posts may be published out of office hours. However, we will only deal with enquiries during office hours. In cases in which we are reporting on events out of core hours via social media, we shall engage with posts related to these, based on our availability and access to the internet.

Albatros Expeditions reserves the right to ignore, delete or block content that it does not consider appropriate or fitting for the company's image, mission statement and / or code of conduct. It also reserves the right to report harassing or unacceptable behaviors and content to the authorities. Albatros Expeditions is not responsible for the content shared by its employees and guests on social media while on voyages or in the Copenhagen headquarters, but has distributed a Social Media Policy amongst its employees as part of its ethical requirements.