



## **Microsoft Viva Engage Usage Policy**

This document is part of North Yorkshire Police policy to which all Chief Constable personnel are required to adhere.

### **Policy Statement**

This policy statement is open to public viewing from the NYP Website

#### **1. Introduction**

Microsoft Viva Engage is a social engagement tool intended to enhance internal communication, employee engagement and collaboration within North Yorkshire Police (NYP). To ensure a positive and productive experience for all users, we have established the following usage policy and guidance which all officers, staff and volunteers with a Microsoft 365 licence are expected to follow when using the platform.

#### **2. Usage Policy**

##### **2.1 Purpose**

- Microsoft Viva Engage is intended for professional use to support work-related communication, collaboration, and knowledge sharing.
- It's also intended to serve as a platform for colleagues to interact and assist each other beyond work-related matters to support their wellbeing and sense of belonging at work.

##### **2.2 Access and Use**

- Access to Microsoft Viva Engage is granted to all officers, staff, and volunteers. Users should only access Microsoft Viva Engage using a work-issued device and are responsible for the security of their login credentials.
- Use the platform for legitimate business purposes.
- Use the platform for non-work-related matters that are appropriate for the workplace. See our Internet and email policy with regards to using police systems for personal use.

##### **2.3 Data Privacy and Security**

- Do not share sensitive, confidential, or private information on Microsoft Viva Engage. Posts on Viva Engage are visible to everyone in the organisation or community, unlike Microsoft Teams, where you can communicate with a specific person or selected group through a channel.
- Comply with all company Data protection policies and relevant procedures.
- Read our Monitoring and Auditing Privacy Notice to learn about the information we collect regarding employees, including data entered by Microsoft Viva Engage users.

## 2.4 Content Management

- Content shared on Microsoft Viva Engage should be relevant, accurate, and appropriate for the workplace.
- Do not upload or share any files or documents directly on Microsoft Viva Engage and do not use the Community Resources section within a Viva Engage community to store files. Instead, share a link to the file in SharePoint to adhere to our Records management policy and to ensure that readers access the most up-to-date version.
- In line with our Review retention and disposal of information policy and Retention Schedule, all data on Viva Engage will be automatically deleted after six years or when the author leaves the organisation, whichever occurs first.

## 2.5 Communities

- Communities on Microsoft Viva Engage cannot be set up without prior approval from Corporate Communications.
- Use the Microsoft Viva Engage Community Request Form to request the creation of a new community.
- As a community administrator, you are responsible for managing your community, including its appearance and membership. You may nominate additional community administrators to assist with these tasks by notifying Corporate Communications.
- All administrators must complete the Microsoft Viva Engage Community Administrator Agreement to formally acknowledge their responsibilities.
- Communities should use the NYP crest as the profile picture. Administrators may select and update the cover photo with their choice of image as often as they wish.

## 2.6 Monitoring and Compliance

- NYP reserves the right to Access, monitor, and intercept activity on Microsoft Viva Engage to ensure compliance with this policy.
- Any misuse of the platform may result in disciplinary action.

## 3. Guidance

### 3.1 Best Practices

- **Be Personable:**
  - Set up your profile and introduce yourself. Consider including your interests both inside and outside of work to allow others to connect with you.
  - Follow communities to receive alerts about stories and updates based on your interests.
- **Be Professional:**
  - Maintain a professional tone in all communications.
  - Treat colleagues with respect and courtesy.
- **Be Responsive:**
  - Engage with colleagues' posts and respond to questions or comments in a timely manner.
  - Contribute positively to discussions, share insights, and collaborate on projects.
- **Be Supportive:**

- Use the platform to support and encourage colleagues and recognise each other's achievements.
- Share knowledge and resources generously.
- **Be Respectful:**
  - Treat all colleagues with respect and consideration. Discrimination, or offensive behaviour will not be tolerated.
  - Listen to and value the contributions of others.
- **Be Accountable:**
  - Take responsibility for the content you share. Ensure it aligns with our policies, values and the Code of Ethics.
  - Report any breaches or conduct matters to your line manager or Corporate Communications at the earliest opportunity.
- **Be Inclusive:**
  - Foster an inclusive environment by respecting diverse perspectives and encouraging participation from all team members.
  - Ensure that all voices are heard and valued.
- **Be Confidential:**
  - Respect the privacy of colleagues. Do not share personal information without consent.
  - Handle confidential information responsibly and in accordance with force policies.

### 3.2 Effective Collaboration

- **Join communities:** Join communities to facilitate focused discussions and collaboration around your interests, roles, and business areas.
- **Share Updates:** Regularly update colleagues on project progress, milestones, and important announcements.
- **Utilise Tools:** Make use of Viva Engage's tools, such as polls, questions, and file sharing, to enhance collaboration.

### 3.3 Managing Content

- **Organise Information:** Use topics and hashtags to organise content, making it easier for colleagues to find relevant information.
- **Keep it Focused:** Ensure that all content is focussed and relevant to NYP and the intended audience.
- **Be Selective:** Ensure that Viva Engage is the appropriate platform for sharing your content, rather than Microsoft Teams, The Source, Email, or SharePoint Online. Refer to our Channel Strategy to determine the best channel for your specific content.
- **Regularly Review:** Periodically review and update content to ensure it is current and useful.
- This approach will help ensure that our messages remain clear, targeted, and effective across all channels, preventing information overload or channel overwhelm for the workforce.

## 4. Code of Ethics

We are all responsible for our own professional behaviour and to ensure you are able to deliver the highest standards possible, you should have a good understanding of the Code of Ethics. The Code of Ethics reflects The Police (Conduct) Regulations 2020 for police officers and the Police Staff Council Joint Circular 54 - Standards of Professional Behaviour.

#### 5. Conduct matters

- Breaches of the policy may result in disciplinary action.
- It's the responsibility of all users including administrators and community members to report any breaches or concerns to their line manager or Corporate Communications at the earliest opportunity.

#### 6. Review and Updates

- This document will be reviewed periodically and updated as necessary to reflect changes in policy or best practices.
- Employees will be notified of any significant changes to this document.

By using Microsoft Viva Engage, you agree to adhere to this usage policy and guidance. Thank you for your commitment to fostering a positive, productive, and collaborative work environment.

For any questions or further information, please contact [corporatecommunications@northyorkshire.police.uk](mailto:corporatecommunications@northyorkshire.police.uk)

### **Definition of Special Terms**

#### **Linkages**

[\(Internet and email](#)

[Data protection](#)

[Monitoring and Auditing Privacy Notice](#)

[Records management](#)

[Review retention and disposal of information](#)

[Retention Schedule](#)

[Access, monitor, and intercept](#)

[Guidance for ethical and professional behaviour in policing | College of Policing](#)

[Social media](#)