



Eswatini Government Social Media Community Guidelines

Preface

Eswatini Government social media platforms are to be used freely by any person, within and outside of Eswatini, to access Government information, news and services. In line with the Constitution of the Kingdom of Eswatini, these platforms will be operated in the spirit of freedom of expression.

Therefore, relevant fair debate, questions and criticism can be posted under these platforms. However, Eswatini Government social media platforms are used by all people, young and old, and from different backgrounds. It is in that context that activity on such platforms should be considerate of all people using them.

Therefore, guidelines have been developed to ensure a smooth, comfortable and safe experience for all who interact with Eswatini Government social media platforms.

Guidelines:

- All engagement on our social media platforms should be free of any hate speech, discrimination, vulgar language, abuse, cyberbullying, threats and incitement of any form.
- Cyberbullying will include all forms of online harassment as defined by UNICEF: “repeated behavior aimed at scaring, angering or shaming those who are targeted.”
- Users may not post defamatory content of any form.
- Misinformation or disinformation on any subject may not be shared.

- Users may not misappropriate State and Government symbols, including the National Flag, National Anthem and Coat of Arms, among others, to post or share false and misleading information.
- Content shared on our social media platforms should not be of an illegal nature or call for others to take part in illegal or unlawful acts.
- Users may not post or share spam on these platforms.
- Sexual content and other highly graphic content is strictly prohibited on these platforms.
- Users should strive at all times to be kind and respectful to each other and any other person they may engage with on these platforms.
- Content sourced from Government social media platforms, including but not limited to text, images and videos, is copyright protected and should be adequately attributed to Eswatini Government whenever used by other parties.
- Users are also expected to fully comply with the terms of use of Facebook, X, Instagram and LinkedIn where we host our social media pages, as well as other social media platforms that we may open pages on in future.

These guidelines apply to comments posted directly on our platforms or as engagement occurring between users under our platforms.

Actions:

We reserve the right to delete and hide comments that do not meet our standards and or are in breach of the guidelines stipulated above. While this is a last course of action, we may also block users who breach any of these guidelines. We also reserve the right to make amendments to these guidelines at our discretion.

Our Commitment:

We commit to making our social media platforms safe, vibrant spaces of up to date Government information to be used freely by all eSwati, residents and all who may wish to learn more about Government and the Kingdom of Eswatini. We will strive to provide real time updates as much as possible and respond to questions and comments posted on our platforms timeously. We also commit to making our platforms a reliable two-way communication channel in connecting the Nation with Government by timeously advancing concerns, comments, suggestions and any feedback shared by the Nation to the relevant Government Ministries and Departments.

Find us on social media:

Government Facebook Account: Eswatini Government

Government X page: @EswatiniGovern1

Government Instagram page: eswatini_government

Government LinkedIn page: Eswatini Government

Prime Minister's official Facebook page: Russell Mmiso Dlamini

Prime Minister's official X page: @RussellMDlamini

Prime Minister's official Instagram page: russell_dlamini

Ministry of Foreign Affairs and International Cooperation X Page:
@MfaicSd

Ministry of Justice and Constitutional Affairs X Page: @MoJCA_Eswatini

Ministry of Justice and Constitutional Affairs Facebook Page: Ministry of Justice- Eswatini.

Ministry of Justice Instagram page: ministry_of_justice_eswatini

DPM's Office Facebook Page: The Deputy Prime Minister's Office Eswatini

DPM's Office X Page: @EswatiniDPMO

DPM's Office Instagram Page: thedeputyprimeministersoffice

Ministry of Agriculture X Page: @agriceswatini1

Ministry of Agriculture Facebook Page: Ministry of Agriculture Eswatini

Ministry of Home Affairs X Page: @EswatiniHome

Ministry of Home Affairs Facebook Page: Ministry of Home Affairs

Ministry of Commerce Facebook Page: Ministry of Commerce, Industry and Trade

Ministry of Economic Planning Facebook Page: Ministry of Economic Planning and Development

Ministry of Tinkhundla Facebook Page: Ministry of Tinkhundla Administration and Development

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