**Digital Communication Policies and Procedures**

# Policies

* Barrington Cafe employees and personnel must use the following to send digital communication relevant to the workplace:

# Gmail

* + - Used for sending work-related emails and reminders
		- Used for sending confidential information among staff members

# Slack

* + - Used for instant messaging among staff members

# Skype

* + - Used for phone and video conferencing
		- Used for sending commercially sensitive client information to staff members using the Private Conversation feature
* For Gmail, security levels addressed through Google’s security settings:
	+ Login to your Gmail account, and go to <https://myaccount.google.com/>
	+ Under **Sign-in & security**, go to **Apps with account access**
	+ Remove all apps listed

* Gmail filters will be set through Google’s mail settings:
	+ Click the settings icon on the upper right-hand corner of the page
	+ Click **Settings**, then go to **Filters and Blocked Addresses**
	+ Click **Create a new filter**
	+ The filer must be: Size greater than 15 MB
	+ Click **Create filter**
* All outgoing emails and formal emails must:
	+ Always have text in the email body (do not send blank emails or emails with pictures only)
	+ Employ correct grammar, spelling, and punctuation
	+ Use formal English (avoid using slang and emojis)
	+ Use appropriate font (e.g. Arial, Calibri, Cambria, Garamond, Trebuchet)
	+ Avoid using too many colours and highlights in the email
	+ Use one dark colour in the main email body (preferred colours are black, dark grey, or navy blue)
* The intended audience of the email must be clearly identified (e.g. “Hi, Mark.” Or “To all fitness instructors:”
* The purpose of the email must be clearly indicated (e.g. “To clarify our discussion this morning…”)
* Regardless of the intended audience (client, suppliers, colleagues, etc.), violent, pornographic, or otherwise inappropriate content in the emails is strictly not allowed.

All emails with attachments must have a clear description of the attachment in the main body text of the email (e.g. “Hi John. Here is the recipe book that I told you about last Friday”).

* + Suspicious emails with attachments must be received with caution. The receiver of the email may confirm or ask for information about the attachment from the sender. The attachment must NOT be opened until there is enough evidence that the attachment is safe.
* Urgent emails must be marked as ‘high importance.’
	+ All urgent emails received must be addressed immediately.
* All potentially dangerous emails must be deleted immediately.
	+ Do not open emails from suspicious senders.
* All staff members communicating with clients or potential clients through the Official Facebook Page must still muse proper English.
	+ Proper grammar, spelling, and punctuation must still be used, though it may be more casual.
	+ Some emojis may be used, but this must be used sparingly.
	+ Slang may be used, but sparingly.
	+ Violent, aggressive, or otherwise inappropriate language must not be used.
	+ All spam messages on Facebook pages must be deleted. Do not respond.
	+ Internet “trolls” must be ignored. Do not respond. These accounts may be

reported, if necessary.

#  Procedures

1. Using Gmail
	* Login to the Gmail account
	* Click Compose
	* Select email address/es of recipient/s
	* Select email address to be carbon copied (cc), if required
	* Write the subject of the email
	* Write the content of the email
	* Send email to the intended recipient/s
2. Using Skype
	* Access the appropriate Skype user or group
	* Write the message and send
3. Using Slack
	* Select the appropriate Slack channel or user/s
	* Write your message and send