

Policy

<i>Policy Name:</i>	Office Communication Policy (Internet Use)
<i>Policy Date:</i>	October 2019
<i>Endorsed By:</i>	Directors
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01. INDEX

02. POLICY	Page 1
03. OFFICE COMMUNICATION POLICY	Page 2
04. RESPONDING TO COMMUNICATION	Page 3 - 5
05. SOCIAL MEDIA POLICY	Page 6
06. BREACH OF POLICY	Page 6

02. POLICY

The purpose of this policy is to identify the various channels of communication within RJA, their intended purpose and the roles and responsibilities of staff in accessing and using them.

03. OFFICE COMMUNICATION POLICY

Methods of Communication

Internal

Use the following communication methods:

- *Telephone calls* –
Whenever possible between individual employees, to discuss and negotiate and eliminate the need for email chains. A final confirmation with an email can be issued after a matter is resolved.
- *Email* –
whenever required and to provide a written record which is dated.
- *SMS / Whatsapp* –
for non-urgent or informal communication only.
- *Memorandums* –
formally communicate information to other employees with authorization from Directors before sending.
- *Meetings* –
to inform and discuss issues and make decisions. Note that meetings can be time-consuming and should only be held when communication by telephone, email and memorandums cannot achieve the desired outcome.

External

Use the following communication methods:

- *Telephone calls* –
to discuss or negotiate and to save lengthy email chains. (Confirm any decisions by email)
- *Emails* –
where required and to provide a written record, which is dated.
- *SMS* –
for non urgent or informal communication only.
- *Whatsapp* –
ensure “back up” for all project groups regularly occurs, with the intent that “chats” are exported to saved files on the RJA server when required.
- *Other file share applications such as “dropbox” or “wesendit”* –
ensure files are downloaded to RJA server and saved in appropriate folders immediately upon receipt.

04. RESPONDING TO COMMUNICATION

All RJA employees must ensure they respond to communication using the same method as the original communication (eg if you receive an email, reply by email).

Timeframes

The following response timeframes are compulsory for all RJA employees during normal business hours:

- **Email** – within 4 hours
- **Phone Calls / Voice Messages** – within 4 hours
- **SMS** – within 2 hours
- **Whatsapp** – within 2 hours of receipt. Immediately after being read.

Communication Formats

The following general guidelines apply:

- Use courtesy titles (Mr, Ms, etc) in the inside address of external correspondence if the recipient uses these formalities in their correspondence. Use the addressee's first name if the person is well-known to you.
- Do not use courtesy titles in internal correspondence (memos and emails).
- You should always close email correspondence with "Yours Sincerely" or "Kindest Regards".
- Always ensure your email signature is included in email correspondence.

Signature Formats

The following general guidelines apply:

- All RJA employees will have an email signature set as default upon commencement of their employment.
- If you notice your signature to be inactive at any stage, you must contact IT Support immediately.

Auto Replies / Out of Office

All RJA employees are responsible for ensuring their “Out of Office” auto replies are turned on in the following circumstances:

- If an employee will be non-contactable **for more than 4 hours:**

“Dear Sender,

I am currently away from the office with [intermittent/no] access to email. I will return to the office [time/date] and will respond as soon as possible.

If your matter is urgent, please contact me on [mobile number]

Or

If your matter is urgent, please contact [insert contact name, number and email address].

Kindest Regards,

[insert signature]

- If an employee will be non-contactable **for a longer period of time such as Annual Leave,** RJA employees should discuss with their manager who should be the alternative contact for their current workload. Then complete the auto reply with their contact details:

“Dear Sender,

I am currently on [type of leave] with [intermittent/no] access to email. I will return to the office [time/date] and will respond as soon as possible.

In my absence, please contact [insert contact name, number and email address].

Kindest Regards,

[insert signature]

- If an employee will be non-contactable **due to a Public Holiday** in their state of residence, complete the auto reply with the following information:

“Dear Sender,

Please note, our [NSW/VIC] office is currently closed due to a Public Holiday for [insert holiday, such as Queens Birthday etc].

Our office re-opens on [time/date] and I will respond upon return.

Kindest Regards,

[insert signature]

- If an employee will be non-contactable permanently due to a termination or resignation, please discuss suitable wording with direct manager or Company Director.
- If an employee will be non-contactable due to a seasonal holiday closure (such as Christmas/ Easter), a template auto reply will be provided by the RJA Office Manager to ensure information consistency across the business.

Company Mobile Phone Message

All RJA employees required to use a company mobile phone for business use, are required to have a suitable voice mail recording on their mobile phones at all times. This must include a message if the line is busy, turned off or out of range.

If an employee will be on leave for an extended period of time, then the same message should be included on their mobile phone service as per their email auto reply.

05. SOCIAL MEDIA POLICY

The Social Media Communications Policy applies to all RJA employees and Senior Management:

- RJA Employees are responsible for their own conduct and communications online with personal accounts.
- Social Media sites must only be accessed during designated breaks, and not during normal working hours.
- Company IT equipment may be used for personal use outside of work hours, however all RJA restrictions and policies apply outside of working hours and outside of the RJA premises.
- RJA employees are not permitted to link or display any reference to RJA (or any associated projects) to their personal accounts such as Facebook, Instagram or LinkedIn. The following actions are strictly prohibited for all RJA employees;
 - a. Reposting of any RJA or Client images;
 - b. Sharing any RJA business matters, links, images or articles online;
 - c. Tagging RJA or a Client on any form of social media;
 - d. Posting or Tagging any brand specific imagery or any other client matters;
 - e. Creating personal portfolios and/or using imagery of client projects is strictly prohibited, please speak directly to a Company Director to discuss case by case specifics.
 - f. Posting images on personal social media of RJA company social events, requires prior permission from Company Directors before posting. All employees must keep in mind they are representing RJA's brand identity and reputation at such events.
- Team members should not represent or communicate on behalf of RJA in the public domain without prior approval from the Company Directors;
- Team members should refer to their line manager if they become aware of potential breaches of this policy;

06. READ RECEIPTS

Read receipts are a function of all email programs to advise the sender when their message has been read. The receiver receives a notification asking them if they approve to “send a read receipt” before it is issued.

It is not authorized to use read receipts unless the email is at the pinnacle of importance. For example – a legal email or something that must be tracked. For all other emails, read receipts are not to be used. If in doubt, employees are to discuss with their direct manager.

07. BREACH OF POLICY

Breach of this policy may lead to disciplinary action, which may range from a warning up to termination of employment, depending on the severity of the breach. If you breach the law, you may also be held personally liable. If you have any questions regarding this policy, please contact your direct manager.

Related Resources, Tools and Links

- COMP005 – Confidentiality
- FORM013 – Confidentiality Agreement Form

Contact & Further Information

For further assistance please contact your direct manager.

Policy Owner

Directors – RJA

Note: This Policy does not form part of any contract between you and RJA. It summarises the expectation of the day to day use of Communication methods such as phone, email, internet and social media in accordance with applicable legislation and is not intended to create any additional legal rights or obligations. Any reference to obligations or requirements of the Company in this Policy is not intended to give rise to contractual obligations binding on the Company. This Policy may be varied from time to time.