


# Digital Communication Policies and Procedures

HiFlex Physio

## Policies

- HiFlex Physio ensures that all staff members follow professional communication etiquette, even when using digital communication. These include:
  - Include proper greetings at the start of each email
  - Follow proper grammar and correct sentence structures
  - Use polite language in all communication
  - Avoid discussing personal matters with clients
  - Limit the use of emojis
- Moreover, HiFlex Physio aims to continuously ensure the security of digital data within the workplace. In order to meet this, HiFlex Physio uses secure platforms that provide encryption for workplace tasks. The following etiquette is observed:
  - Using only official HiFlex Physio-prescribed platforms when communicating about work-related matters, such as the following:
  - Report checking
  - Scheduling of events and meetings
  - Document feedback
- This is conducted between the following Managers, who create the reports for submission, and the Chief Executive Officer, who is the report recipient:
  - General Manager Finance
  - General Manager Human Resource
  - General Manager Marketing
- Do not open suspicious communication – do not open files or click on links – even if the sender is supposedly a HiFlex Physio employee
- HiFlex Physio 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 your 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 e-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 use 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

- HiFlex Physio ensures that all staff members follow professional communication etiquette, even when using digital communication. These include:
    - Including proper greetings at the start of each email
    - Follow proper grammar and correct sentence structures
    - Using polite language in all communication
    - Avoiding discussing personal matters with clients
    - Limiting the use of emojis
    - Not making excuses or blaming others when mistakes are made

Moreover, the following etiquette is followed for ensuring HiFlex Physio digital data is secured:

- Using only official HiFlex Physio-prescribed platforms when communicating about work-related matters
- Do not open suspicious communication – do not open files or click on links – even if the sender is supposedly a HiFlex Physio employee

Based on industry etiquette, staff members at HiFlex Physio follow these practices:

- Using digital communication applications with encryption when communicating with work colleagues

- This ensures access to files transferred and messages will be limited to the sender and the recipient.
- This protects information from cyber attacks.

- Using workplace email account
  - Email sent using your work account is only limited to work-related email.
  - Passwords should be changed every six months.

A. Using workplace email account

- 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

B. Using Skype

- Access the appropriate Skype user or group
- Write the message and send

C. Using Slack

- Select the appropriate Slack channel or user/s
- Write your message and send

| Date | Summary of modifications | Version |
|---|---|---|
| 27 September 2021 | Version 1 produced for PGA | 1.1 |
| 7 June 2023 | Minor spelling adjustments | 1.2 |