

## E-Mail Guidelines:

Your company e-mail account is a tool for you to communicate with your management team or human resources. Keep in mind that this e-mail is company property and is not private. It will be monitored by the IT department and other management personnel. It is expected that you will use e-mail in the appropriate manner including demonstrating your customer service skills when communicating.

- E-mail is NEVER to be used to communicate resident information to others including your supervisor. Any information regarding a resident must always be communicated in person or live over the phone to a fellow employee or supervisor. Please talk to your supervisor when you have resident concerns or issues.
- You may not use email to “call-in” for shift. You must speak with your supervisor “live” when calling in.
- Refrain from forwarding jokes or other related "junk mail" to others.
- Always demonstrate Laureate Group service expectations in your e-mail communication. Any type of threatening or harassing emails will not be tolerated and will subject the employee to discipline up to and including termination.
- Talk to your supervisor regarding sensitive topics rather than using e-mail. Consider sending an e-mail message to set up a time to talk in person or by phone.
- Keep messages brief and to the point.
- Always use the spelling and grammar check feature and proofread for errors.
- Stationery backgrounds – don’t use them. Plain white background is appropriate for business correspondence. In addition, it slows down the download time of e-mail.
- Don’t type in ALL CAPS. It hurts the eyes and makes people think you are shouting at them.
- Avoid the “reply to all” function.
- Always double check who you are sending it to; to avoid sending the email to the wrong person or group of people.
- CC: (Carbon Copy) – used only for those specifically involved in the issue at hand. By cc’ing someone, they are then considered informed, but are not required to reply. Try not to overuse it. In general, we don’t have a FYI culture.
- BCC: (blind carbon copy) – don’t use it. If you can’t be open about the information being shared, consider whether or not it should be e-mailed at all.

If you are using one of the kiosk terminals be sure you log off the computer when you are finished.

## **COMPUTER AND ELECTRONIC COMMUNICATION SYSTEMS**

All communications systems, electronic media, data, and information transmitted by, received from or stored in these systems are our property, are not confidential and do not belong to the employee. Electronic media includes, but is not limited to, telephones, voice mail, facsimiles, copy machines, computers, printers, email, internet connectivity, PDA's, etc.

### Use and Monitoring of Electronic Data and Communication

You are not permitted to access a file or retrieve any stored communication unless you are authorized to do so by the appropriate supervisor. We may access, review and monitor all electronic media, email and files, including data stored and transmitted. Employees should not expect that any e-mail, Internet usage or information stored on our computer system, to be private. Employees are not allowed to transfer data to or from our systems via flash drives, zip drives, cell phones, MP3 devices or other devices without permission from the Information Technology department.

Email through the Company's network is primarily for business purposes. Incidental personal use of the email system is permitted with supervisor approval, however, the personal use of e-mail should not interfere with Company operations, nor should it cause any harm or embarrassment to the Company. Any personal use of e-mail is expected to be on the employee's own time and is not to interfere with the person's job responsibilities. Just because it is "personal" in nature, employees should have no expectation of privacy when sending or receiving e-mails, text messages, voice mails, instance messages or other communications.

### Internet Usage

Access to the Internet through the Company's network is a privilege and carries responsibilities reflecting appropriate and ethical use. At any time and without prior notice, the Company reserves the right to examine and monitor the use of our network.

Employees are not permitted to download unauthorized programs or software without specific permission from the Information Technology Department. As with e-mail and other electronic devices, employees are prohibited from accessing the Internet for any unethical purposes including pornography, violence, gambling, racism, harassment or any illegal activities.

Employees are forbidden from using profanity or vulgarity when posting via the Internet or posting to public forums, nor are they allowed to post any confidential information regarding Company practices or resident to public forums. In addition, any posting to public forums through the internet for personal use must include a disclaimer that the views are those of the employee and not the Company.