
 THE UNIVERSITY OF BRITISH COLUMBIA Facilities	Policy No.: I-A-P4	Approval Date: April 29, 2020 Last Revision: Previous Policy P31
	Responsible Executive: John Metras Associate Vice-President, Facilities	
	Signed: 	
Title: FACILITIES COMMUNICATIONS POLICY		
Background & Purposes: The purpose of this policy is to ensure the proper use of UBC Facilities communications systems and to make users aware of what Facilities deems as acceptable and unacceptable use. Facilities reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately by management.		

1. Cell Phones

- 1.1. During a meeting, turn off message and phone notifications, both audible and vibrate, unless you require your phone to be on in case of emergency situations, in which case it must be turned to vibrate.
- 1.2. During a meeting, place the phone in your pocket, purse or face down on the table to show others that they have your full attention.
- 1.3. If you are waiting for an important email or call and the phone notifies you of an incoming one, let the person know that you are waiting for an important email or call before checking it.
- 1.4. Unless it is an emergency, call people and leave a message on their office phone not their cell phone.
- 1.5. Be aware that not all staff check their email or messages after office hours and you should not expect an immediate response unless prior arrangements have been made.
- 1.6. Respond to urgent inquiries quickly and quietly in situations that require your immediate attention.
- 1.7. Do not use your phone for any purpose while driving a vehicle.
- 1.8. Double check your message before hitting 'Send'.

2. E-mail

Facilities considers email an important means of communication and recognizes the importance of proper email content and timely replies in conveying a professional image and delivering good customer service. Therefore Facilities urges users to adhere to the following guidelines:

- 2.1. Be concise and to the point. Do not make an e-mail longer than it needs to be. Reading an e-mail is harder

than reading printed communications. Short sentences are appropriate.

- 2.2. Answer all questions, and pre-empt further questions. If you do not, you will receive further e-mails regarding the unanswered questions, which will waste time and also cause considerable frustration among your coworkers.
- 2.3. Don't add in questions not related to the topic being discussed in an email thread, or at minimum add to the email title when you do so.
- 2.4. Use the cc: field sparingly. Try not to use the cc: field unless the recipient in the cc: field knows why they are receiving a copy of the message and if they are required to take any action. Using the cc: field can be confusing since the recipients might not know who is supposed to act on the message.
- 2.5. If an issue still requires discussion after 3 responses, it is time for a phone or in-person meeting.
- 2.6. Use proper spelling, grammar & punctuation. This is important for conveying the message properly. E-mails with no full stops or commas are difficult to read and can sometimes even change the meaning of the text.
- 2.7. Answer swiftly. Each e-mail should be replied to within at least 24 hours, and preferably within the same working day. If the email is complicated, send an email back saying that you have received it and that you will get back to them.
- 2.8. Don't assume everyone is at their desk all day responding to e-mail. If an issue is urgent, always follow up.
- 2.9. When on vacation use out-of-office assistant.
- 2.10. Any time you will not be responding to e-mail such as vacation, make arrangements for your assistant or delegate to review all urgent messages.
- 2.11. Do not attach unnecessary files. Send attachments only when they are productive.
- 2.12. Use short paragraphs and blank lines between each paragraph. When making points, number them or mark each point as separate to keep the overview.
- 2.13. Do not overuse the high priority option. If you overuse it, it will lose its function when you really need it
- 2.14. Do not write in CAPITALS. IF YOU WRITE IN CAPITALS IT SEEMS AS IF YOU ARE SHOUTING.
- 2.15. Do not use coloured or patterned backgrounds for your emails. They make the email difficult to read and take up extra storage space on the file server.
- 2.16. Don't leave out the message thread. A 'threadless email' will not provide enough information and you will have to spend a long time to find out the context of the email in order to deal with it
- 2.17. Read the email before you send it. Reading your email through the eyes of the recipient will help you send a more effective message and avoid misunderstandings and inappropriate comments.
- 2.18. Do not overuse Reply to All. Only use if you really need your message to be seen by each person who received the original message.
- 2.19. Use a meaningful subject; one that is meaningful to the recipient as well as yourself.

2.20. Signatures must only include your pertinent contact information. The use of images, icons or logos in conjunction with your signature should not be used.

2.21. Delete any email messages that you do not need to have a copy of, and set your email client to automatically empty your 'deleted items' on closing.

3. Two Way Radios

3.1. During meetings turn off the audible volume. In case of emergencies, keep the volume low. It is preferable to use an ear piece to hear broadcast content of radio transmissions.

3.2. While walking in hallways, classrooms, offices and spared spaces turn audible volume to minimum. Use an ear piece (Same as what police currently use) to shield staff, faculty and students from hearing broadcast content of radio transmissions, which can disrupt their phone conversations.

3.3. Keep your conversations to brief and precise content of topic.

3.4. Do no use profanities on 2 way radios.

3.5. Use the channel designed to your shop

3.6. For extended or continued usage, please move out of office areas into workshop areas.

Legal Risks

Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature, email seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of email:

- If you send or forward emails with any libelous, defamatory, offensive, racist or obscene remarks, you and facilities can be held liable.
- If you unlawfully forward confidential information, you and facilities can be held liable.
- If you unlawfully forward or copy messages without permission, you and facilities can be held liable for copyright infringement.
- If you send an attachment that contains a virus, you and facilities can be held liable.

By following this policy, the email user can minimize the legal risks involved in the use of email. If any user disregards the rules set out in this Email Policy, the user will be fully liable and facilities will disassociate itself from the user as far as legally possible.

Disclaimer

The following disclaimer should be added if the email is **confidential** in nature:

'This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. If you have received this email in error please notify your systems administrator. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of UBC Facilities. The recipient should check this email and any attachments for the presence of viruses. UBC Facilities accepts no liability for any damage caused by any virus transmitted by this email.'

System Monitoring

You must have no expectation of privacy in anything you create, store, send or receive on the Facilities computer system. Your emails can be monitored without prior notification if Facilities deems this necessary. If there is evidence that you are not adhering to the guidelines set out in this policy, Facilities reserves the right to take disciplinary action, including termination and/or legal action.

Email accounts

All email accounts maintained on our email systems are property of UBC. Passwords should not be given to other people and should be changed on a regular basis. Email accounts not used for 90 days will be deactivated and possibly deleted.

Voice Mail

Elements of a good voicemail greeting

- 1-2 second pause before your greeting is played to callers.
- Your name.
- The name of your organization/department.
- The name and extension of a colleague who can provide assistance (if necessary to your position).

Questions

If you have any questions or comments about this Communications Policy, please contact your manager. If you do not have any questions Facilities presumes that you understand, agree to, and will abide by the rules and guidelines in this Policy.