PROTOCOLS – OFFICE COMMUNICATION
These protocols apply to all electronic devices (Computer, IPAD, and IPhone)

EMAILS
The key is to ensure that email is the right communication method and then to ensure that you use email in a way that represents you and your organisation in a professional way.

DOs:

1. **Keep emails professional** - Your email address is owned by the ANU and therefore can be retrieved, examined, and the information can be used as part of an audit process or an investigation or in a court of law. Remember that once an email leaves your computer you have no control over where it goes. Emails can be forwarded so unintended audiences may see what you’ve written. Essentially, email is to be considered as an insecure form of communication.

2. **Think about who you are writing to**
   - **To:** the person who needs to do something/make a decision – if you want direction or a decision send it to 1 person only. Keep cc’s to a minimum.
   - **Cc:** for information only and no response is expected
   - **Bcc:** should not be used if possible – open emails show professionalism and transparency.

3. **Be concise** – Longer messages are time consuming and difficult to read. Please consider who you are writing to and value their time and yours.

4. **Use a descriptive subject line** – This alerts the reader to the subject matter.

5. **Think twice before hitting Reply All** – Ask yourself, "Do all these other people really need to hear my reply?" If not, reply only to the original writer.

6. **Proofread and proofread** – Check for spelling, typos and word usage. Staff should initiate ‘spell checker’ on their computers.

7. **Responses to complaints** – Complaints are to be escalated to senior personnel for response. Do not engage in arguments or conduct that is contrary to the code of conduct in an email exchange.

8. **Clean up your emails** – take responsibility and manage your emails regularly.
DON'Ts:

9. Don't send an email when emotional or angry – If you receive an email that you consider provocative do not automatically respond. Consider the content and give yourself time to detach yourself from the issue. Any response should work towards a resolution of the issue not to aggravate it.

10. Remember, email is not private – Don’t put anything in email that you wouldn’t "want the whole world to know about."

11. Don’t send a ‘thank-you’ email in reply to a thank-you email

12. Respond within 24 hours – If you require more time, let the sender know you’re reviewing the email and when you’ll get back to that person.

13. Never use all caps or all lowercase. Never “shout” in email by bolding words or sentences. Bold should only be used to highlight important dates or information.

14. Emails are not an excuse to avoid discussion – It is important to recognise the value of face-to-face communication. Honesty and openness create a more congenial working environment

15. Do not use email to discuss confidential information.

16. Never forward chain letters, virus warnings or junk mail – Any email that looks suspicious, should be reported to the IT Department. Do not reply to spam mail.

EMAIL SIGNATURE BLOCKS – DESKTOP, LAPTOP, PHONES AND TABLETS

All emails must contain the ANU F&S prescribed signature block as per the attached link including the disclaimer below. No modifications are permitted. Please refer to the Marketing website as per the link below:

https://www.anu.edu.au/mo/content/email_signatures

Use a standard font (eg: Arial 10pt size, left aligned). Format should be as follows:

Name
Position
Specific Section
Division
Building Number and Level
Location (Garran Road)
The Australian National University
Canberra ACT 0200
T: +61 2 6125 XXXX  F: +61 2 6125 XXXX  M: XXXX XXX XXX
Email firstname.lastname@anu.edu.au

“Enabling academic excellence through integrated and innovative facilities and project delivery”

CAUTION: The contents of this email including any attachments are solely intended for the recipient(s) and are confidential. No part of this email is to be reproduced in any form, adapted or transmitted to anyone without the written consent of the author. If you are not the named recipient(s) please advise me by reply electronic mail that you have received this message in error, remove it from your system and destroy any printed copy. It is your responsibility to check any attachments for viruses and defects before opening.
EMAILS AND ABSENCES FROM THE OFFICE
An out of office message must be placed on all electronic devices for all scheduled absences. The following message should be used:

_I am currently absent from the office. I will be returning (enter day/date). All business enquiries should be forwarded to (provide delegate’s name, contact number and email address – nominate multiple delegates if appropriate)._ 

This function should be completed using Microsoft Outlook (File, Automatic Replies).

All staff must appoint a delegate responsible for accessing their emails during periods of absence. This is particularly important in respect to periods of sick leave as there may have been no opportunity to generate an out of office message.

TELEPHONES:
All staff must record a voice message, as a professional courtesy. Messages should be changed if absent for extended periods (eg: Leave etc).

Phones should be answered within three rings, and answered as follows:

‘Good Morning/afternoon’
This is ‘name’ OR ‘name’ speaking

The person answering should assist the caller by:

_Resolving their issue;
Providing them with the phone number of the person that can resolve their issue, or;
Taking their details and advising that xxxx will call them back.

Phones should never be left ringing. Phones within a group (eg: Administration), should be looped to enable other staff members to pick up an unanswered call. Assistance in this regard can be obtained from the IT department.

Key Performance Indicators (KPIs)

EMAIL KPIs
All emails with urgent in the title or those which have the red ‘high importance’ flag attached MUST be answered/acknowledged within 3 hours.

Emails from direct supervisors and above must be answered/acknowledged within 3 hours and if acknowledged the answer should be provided within the specified timeframe or within 24 hours.

All other emails must be answered/acknowledged within 24 hours.

TELEPHONE KPIs
It is not appropriate for ringing telephones to be left unanswered therefore all telephone calls must be answered within 3 rings.

Managers will ensure telephones within their teams are placed in a ‘loop’ (assistance is available from the IT Department) so they automatically divert to a designated area/person.