REVISION HISTORY			
REV	**Description of Change**	**Author**	**Effective Date**
Rev.:1.0	Whatsapp Guidelines	Mahua Ray	11-June-15
Rev.:2.0	Whatsapp Guidelines V1.1	Mahua Ray	18- June-15

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1. Policy Statement:

WhatsApp Messenger is a cross-platform mobile messaging app which allows you to exchange messages without having to pay for SMS.As Whatsapp has become a mode of communication at CSM, we all need to be aware of its fair usage, management and store conversation for later reference.

This policy outlines the standards we require everyone to observe when communicating on Whatsapp in the CSM official groups and defines the method of maintaining, tracking, and storing conversation.

This policy supplements our Internet, Email, Social Media and General Code of Conduct Policies.

This policy does not form part of any contract of employment and it may be amended at any time.

2. Purpose

The purpose of this document is to educate all those being a part of any of the official Whatsapp Groups that are used for internal and external communication. The document aims to streamline and manage Whatsapp groups and conversations.

3. Objective of the Policy

The objective of the policy is to provide dos and don'ts of Whatsapp use.
The primary point of contact for answering all such queries lies with Ms. Madhusmita Panda (madhusmita.panda@csmpl.com)

4. Group Creation and Management

Whatsapp is one of the easiest IMs that we can use today. Anyone can create and manage a group but with approval from team members in a group. Adding random people will not serve the purpose. It's very easy to create and manage groups, however, we must keep certain things in mind when we create groups.

4.1 Creating Whatsapp Groups
    4.1.1 Choose a name appropriate name
    4.1.2 Identify the list of members to add. Keep a list of group members, separately to refer.
    4.1.3 Create required number of Admins to manage the groups.
4.2 Process to create Whatsapp Group
    4.2.1 A group can be created for a committee or a project.
    4.2.2 To create a Group, first discuss it with the internal team members you want to add in the group and finalize a name.
    4.2.3 Use Whatsapp Web or Mobile to create group by using the Create Group option available inside More Menu (placed differently in different Mobile OS).

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    4.2.4 Add required members and set a pitch for group discussion on the Group wall.

    4.2.5 Choose an appropriate group photo. The admin can take suggestions on the same and put a profile picture for the group that is most relevant.

NB: All official groups must have (Madhusmita Panda) madhusmita.panda@csmpl.com and (Deepika Das) deepika.das@csmpl.com as admins as well.

5.   Standards for Whatsapp Group Discussion

There is a certain code of conduct that needs to be followed when engaging in a Whatsapp group discussion.

  5.1 **Initiate the discussion**

    5.1.1 Start the discussion and invite required members for engaging themselves in the discussion by using their Names as popularly known otherwise using their official alias.

  5.2 **Choose the relevant topic to discuss**

    5.2.1 Try to remain within the relevant subject the specific official group deals with while choosing a topic.

    5.2.2 Try to avoid taking financial approvals from authorities on Whatsapp. Any other official approval on whatsapp should be followed by a mail.

    5.2.3 Sharing of information such as leave or tour information should be provided in required groups for better information pass on.

  5.3 **Storing Whatsapp Discussions**

    5.3.1 Click on the group from the main chat screen.

    5.3.2 It will give you various options like Group Info, Add chat shortcut, Email chat or Exit group.

    5.3.3 Click on email option to send the entire chat to your email id.

    5.3.4 Once received the chat in text format, in your mail, you can transfer it to an excel sheet and share it with everyone.

    5.3.5 Also an action plan needs to be designed for each discussion thread and shared over mail for better clarity.

    5.3.6 The frequency of storing chat and sharing it over mail should be weekly.

  5.4 **Approval over Whatsapp**

    5.4.1 While seeking approval over Whatsapp, one needs to first send a mail for approval and then request for the same over Whatsapp. The screenshot of the approval over Whatsapp chat should be sent to the respective people involved for better clarity. (Forwarding of the entire message over email option in Whatsapp will not work. Screenshot is a must). For ex., if someone requires an approval from the CEO over Whatsapp, he/she must send the screenshot of the approval recieved in Whatsapp to him as well as the executive assistant in this case Madhusmita Panda. Screenshot can be taken by pressing the power button and the lower volume button simultanesouly. Or external tools can also be used for the same.

NB: The group admin can choose a member for storing and emailing the group conversation as well as the frequency in which it should be shared.

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6. Do's and Don'ts

Here is a list of do's and don'ts for any official Whatsapp conversation.

6.1 Don'ts
- 6.1.1 Initiate personal or irrelevant topics.
- 6.1.2 Use a wrong tone while involving in a discussion
- 6.1.3 Providing biased or personal information
- 6.1.4 Provide false information to misguide
- 6.1.5 Prolong a concluded discussion
- 6.1.6 Put too many emoticons

6.2 Do's
- 6.2.1 Use English for better understanding.
- 6.2.2 Write in simple short manner.
- 6.2.3 Try to read all opinions or questions carefully before providing inputs.
- 6.2.4 Provide creative and educative information
- 6.2.5 Stick to the agenda of the discussion
- 6.2.6 Make note of tasks assigned in the discussion thread as seriously as mails or phone assignments.
- 6.2.7 Check whatsapp during important meetings. Delayed response is acceptable if members are in meetings or are off office hours.

7. Action Plan with Respect to Specific Discussions

To make Whatsapp official group discussions more fruitful, we must plan out a strategy to store and disseminate the information on a mail for all future reference.

The admin can himself store and work out on an action plan based on the group discussions on can assign a specific person for that purpose on a bi-weekly basis.

Each discussion should be made with the purpose of making work easier and more creative hence, the action plans should be made minutely without missing any points.

The responsibilities of the assigned task should be reported on the mail as well as on the Whatsapp group for better understanding.

8. Tone of Response

As we use Whatsapp as a medium for discussion and preparing future action plans, and the group involves varied level of people in the work hierarchy, we must use a pleasant and respectful tone irrespective of who we are referring to in the discussion thread. As the discussion is seen by all, we must limit our opinions to what is creative and should use our own discrimination to provide inputs.

We cannot treat a group chat the way we use a personal chat. So it is advised to use a neutral tone while responding to discussions or questions. Try to avoid all CAPS.

9. Exit Policy for Whatsapp

Anyone quitting CSM should no longer be a part of the various official Whatsapp groups. For any exit, we must follow these steps to ensure we no official communication is made after company separation.

9.1 The admins of various groups hold the responsibility to remove the concerned person from the groups.

9.2 EA to CEO and a member of NSA need to be added to all whatsapp groups as admins. They would have the power to remove someone from the group as and when required.

9.3 At this point of time, we do not encourage voluntary removal of self from any official groups, without discussing with the group admins.

10. Breach and Violations

Any breach of these restrictions will amount to gross misconduct. In case of breach or violation of this policy, the concerned employee may be dealt with under our Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal. The following are the breaches to this policy.

10.1 Wrong tone of response

10.2 Passing on personal biased opinion

10.3 Not using discrimination while sharing company specific information

10.4 Sharing improper information from one group to another

10.5 Sharing inappropriate information in any group

10.6 Consequences could include removal from the group or the project.

11. Monitoring and Review of these Guidelines

The PO's Office (madhusmita.panda@csmpl.com) shall be responsible for reviewing this policy (annually) to ensure that it meets legal requirements and reflects best practice. It shall be updated regularly adhering to internet policy changes. The policy will be reviewed and updated in regular interval and various points may be included/excluded points for proper functioning as per requirement.

12. Acknowledgements

This Whatsapp guidelines/policy has been prepared for CSM Technologies. It is provided for information purposes only and requires strict adherence.

For further advice on how to access right information on marketing content or policies, please contact: Email: madhusmita.panda@csmpl.com.