

Rules for Written Communication

Slack Etiquette

Most of our work is based on written communication, whether with customers, suppliers or even with coworkers. Using written communication does not change the fact that we are communicating with real people within a professional environment. Please see below some Etiquette rules for written communication at work:

1. **Use the proper channel to write your message.** You can know the purpose of the channel at the top of the window, in case there is not a purpose established, most of the channels have the purposes included in the name.
2. **Do NOT use public channels for sensitive information.** All sensitive information, like credit card numbers or credentials to access a website **MUST** be shared via Direct Message or in a private channel.
3. **Be careful with sensitive topics:** comments that allude to skin color, sexual preference, nationality, gender, political affiliation, age, religion, among others, may be considered offensive by some coworkers. The company protects and promotes respect for all people and will not tolerate judgment or offensive comments towards any person within the company or directly related to it (vendors, customers or 3rd parties).
4. **Do NOT write ALL CAPITAL letters.** Be careful with this, reading a message in all capital letters is like someone screaming at you. Also be careful with bold letters.
5. **Confidentiality is a must** for all the information shared through Slack. It may not be shared with any unauthorized third parties. None of the information should be used for any other purposes, but the one's the company states and requires.
6. For security reasons, all messages and files in Slack are deleted within 60 days. **Do NOT keep any important files "saved" in Slack.**
7. When you have an inquiry regarding an order/ticket/quote, etc., **please tag the person** required and add the corresponded link.
8. **Avoid tagging the whole @channel**, use this tool only when all the team needs to be informed of important messages.
9. **Keep your comments professional** when using public channels. Be cautious with humor, as humor doesn't translate the same when written. Probably you can joke personally with a coworker, if your relationship allows it, however, do not joke around in work channels and avoid bad words or sarcasm when something work related goes wrong.