

SUBJECT: Electronic Communication	POLICY NO: INT-6	LAST REVIEWED: July 2022
APPROVED BY: Executive Board	MANAGED BY: Executive Director	NEXT REVIEW: February 2023

SUMMARY

Policy Statement

BCITSA views electronic communications as a key tool that is essential to its general operations. All electronic communications, including email, instant messages, and recordings, are considered official BCITSA documents, and as such shall be subject to appropriate levels of professionalism.

Purpose of This Policy

The purpose of this Policy is to:

- Outline the responsibilities of the employee’s usage of BCITSA email, instant messaging accounts, and recording guidelines.
- Define appropriate and inappropriate uses of BCITSA email and instant messaging accounts, and recordings.

Application of This Policy

This Policy applies to all employees, Executives, and any individual acting as a representative of BCITSA.

Related Documents and Legislation

N/A

Forms Associated With This Policy

N/A

Amendment History

- Created 2018-02-26
- Amended 2021-02-15
- Amended 2022-07-18

DEFINITIONS

Human Resources Department

The Human Resources Department is the department of BCITSA that is responsible for all human resources related matters.

DUTIES AND RESPONSIBILITIES

Director of Finance

The Director of Finance is responsible for the interpretation and enforcement of this Policy as it relates to employees and any individual acting as a representative of BCITSA,

Vice President Finance and Administration

The Vice President Finance and Administration is responsible for the interpretation and enforcement of this Policy as it relates to Executives.

POLICY

1. Email Administration

1.1. Creation, Maintenance. And Storage

- a.** The Human Resources Department shall manage the creation and maintenance of all BCITSA email and instant messaging accounts and passwords, as well as the installation and maintenance of all required email and instant messaging software. Each instant messaging account will be integrated with the user's corresponding e-mail account.
- b.** Email folders and instant messages shall be backed up daily and stored for at least one year and may be monitored without permission. Individuals shall be responsible for purging and managing their own inboxes in an organized fashion to ensure proper access in a timely manner.

1.2. Email Usage

- a.** BCITSA email and instant messaging accounts shall be used primarily for BCITSA business-related purposes.

- b.** Personal communication shall be permitted on a limited basis on BCITSA email and instant messaging accounts. Such communication shall only be permitted during approved break times.
- c.** Non-BCITSA related commercial uses shall be prohibited on BCITSA email and instant messaging accounts.
 - i.** For greater certainty, the use of any BCITSA electronic communication medium to operate outside commercial activities, conduct external job searches, solicit for personal gain, campaign for political purposes, or promote or solicit funds or support for religious or other personal causes is prohibited.

2. Email Etiquette

2.1. Professionalism

- a.** Emails and instant messages shall be professionally written and shall not include material or content that may be considered offensive to others. This includes but is not limited to:
 - i.** Pornographic or sex-related links;
 - ii.** Content or jokes based on age, national origin, ethnicity, race, religion, pregnancy, marital status, sexual orientation, disability; and
 - iii.** Other harassing or discriminatory communications.
- b.** Employees who will be out of the office for longer than two business days shall create an 'out-of-office' automatic email response for the duration of their expected absence and shall also update their instant messaging custom status to reflect their absence.
- c.** Employees who receive content or materials that they consider offensive shall advise the sender to cease sending such content and materials.
 - i.** If an employee is not comfortable advising the sender to cease communications, they find offensive, they are encouraged to contact their respective manager or the Human Resources Manager for assistance and support.

- d. If a staff member has set their instant messaging status to reflect that they are busy or otherwise unavailable, all other staff shall respect that status.
- e. The use of third party emoticons, GIF, meme software, or other add-ons to the instant messaging platform is prohibited without the advance approval of management.

2.2. Email Forwarding

- a. Email forwarding from between BCITSA email accounts for the purpose of terminations or vacation is permitted, and any such requests for email forwarding shall be directed to the Human Resources Manager.
- b. Email forwarding between a BCITSA email account and a non-BCITSA email account shall not be permitted.

2.3. Email Confidentiality

- a. Individuals sending an email for a BCITSA-related purpose shall take adequate precautions to ensure that any information considered confidential or sensitive is not unduly distributed.

2.4. Email Signatures

- a. Any individual sending an email for a BCITSA-related purpose shall be required to include an email signature, including but not limited to the following:
 - i. Full name of the individual;
 - ii. Full title of the position of the individual;
 - iii. Any business phone numbers;
 - iv. Cellphone number if receiving a cellphone allowance;
 - v. A link to the BCITSA website;
 - vi. Land acknowledgement; and
 - vii. A confidentiality statement.
- b. Email signatures may also optionally include any of the following:
 - i. A department-specific logo image;
 - ii. A BCITSA logo image; or

- iii. A campaign image, as approved and distributed by the Marketing and Communications Department;
- iv. Gender pronouns;
- v. Name pronunciations.

2.5. Email Privacy

- a. Email communications may be monitored at any time and for any reason by BCITSA, including but not limited to:
 - i. Breaches in security;
 - ii. Violations of law; or
 - iii. Infringement of BCITSA Policies.
- b. If indications of illegal activity or violations of BCITSA Policies or security are observed during monitoring, those involved shall be subject to discipline, up to and including termination of employment.

3. Recordings

3.1. Virtual Recordings

- a. With the use of various online platforms for virtual meetings, workshops, webinars, etc., employees now have the opportunity to record meetings to document information for future needs. If a virtual meeting, workshop, webinar, etc. needs to be recorded, the following guidelines must be met:
 - i. There has to be a legitimate purpose for the recording;
 - ii. All employees involved have to be notified that the meeting will be recorded prior to its start, giving them ample opportunity to withdraw should they not want to be recorded.
- b. Should any of the above guidelines not be met, recordings of virtual meetings, workshops, webinars, etc. are strictly prohibited.

3.2. Recordings of Conversations

- a. Recording of any conversations between employees are only allowed under the following guidelines:
 - i. There has to be a legitimate purpose for the recording;
 - ii. The recording device is in plain view;

- iii.** All employees involved must consent to the recording either in writing, prior to the conversation or at the beginning of the recording.
- b.** If any of the above guidelines are not agreed to by the employees involved, recording of conversations becomes strictly prohibited.
- c.** If an employee records a conversation without another employee's consent, on any device personal or SA owned, they will be subject to disciplinary action, including termination of employment.

PROCEDURE

N/A