

SOP: Email and Internal Communication Protocols

This SOP establishes **email and internal communication protocols** designed to ensure clear, consistent, and professional information exchange within the organization. It covers proper email etiquette, message formatting, response time expectations, confidentiality and data protection guidelines, use of internal communication tools, and escalation procedures. The goal is to enhance collaboration, prevent misunderstandings, maintain security, and promote efficient communication among team members and departments.

1. Scope

This SOP applies to all employees, contractors, and interns who use company-provided email and internal communication tools.

2. Responsibilities

- **All Staff:** Follow the communication protocols outlined in this SOP.
- **Managers/Supervisors:** Ensure team compliance and address communication issues.
- **IT Department:** Maintain the security and functionality of communication platforms.

3. Email Protocols

3.1 Email Etiquette

- Use professional and respectful language in all emails.
- Include a clear, descriptive subject line.
- Address recipients appropriately. (e.g., "Dear [Name]", "Hi Team")
- Use proper spelling, grammar, and punctuation.

3.2 Message Formatting

- Keep emails concise and to the point.
- Organize content using paragraphs or bullet points.
- End with an appropriate closing and your signature (including full name, title, and contact information).

3.3 Response Time Expectations

Type of Email	Expected Response Time
Urgent/High Priority	Within 2 business hours
Standard	Within 1 business day
Low Priority/Informational	Within 2-3 business days

3.4 Confidentiality and Data Protection

- Do not share sensitive company or personal data in email unless encrypted or necessary.
- Use the "Confidential" tag for sensitive emails.
- Double check recipients before sending sensitive information.

4. Internal Communication Tools

- Use company-approved platforms (e.g., Slack, Microsoft Teams) for internal messaging.
- Keep channels/topics relevant and organized.
- Mark urgent messages with the appropriate flag or mention.
- Avoid sharing confidential information in public channels.

5. Escalation Procedures

1. Attempt to resolve issues directly with involved parties via email or internal chat.
2. If unresolved, escalate to your supervisor/manager.
3. For technical or confidential issues, contact the relevant department (e.g., IT, HR).

6. Security & Compliance

- Do not share passwords, access credentials, or sensitive data via email or chat.
- Report any suspicious emails (phishing, spam) to IT immediately.
- Comply with all company data protection and privacy policies.

7. Revision History

Version	Date	Description	Author
1.0	2024-06-01	Initial draft	HR Department