

DIGITAL COMMUNICATION IN THE WORKPLACE



At Bounce Fitness, all staff members follow professional communication etiquette, even when using digital communication. These include:

- Including proper greetings at the start of each email
- Follow proper grammar and correct sentence structures
- Using polite language in all communication
- Avoiding discussing personal matters with clients
- Limiting the use of emojis
- Not making excuses or blaming others when mistakes are made

Moreover, the following etiquette is followed for ensuring Bounce Fitness digital data is secured:

- Using only official Bounce Fitness-prescribed platforms when communication about work-related matters
- Do not open suspicious communication – do not open files or click on links – even if the sender is supposedly a Bounce Fitness employee

Based on industry etiquette, staff members at Bounce Fitness follow these practices:

- Using digital communication applications with encryption when communicating with work colleagues
 - This ensures access to files transferred and messages will be limited to the sender and the recipient.
 - This protects information from cyber attacks.
- Using workplace email account
 - Email sent using your work account is only limited to work-related email.
 - Passwords should be changed every six months.