

**Communication Guidelines at Paws Petcare & Wellbeing Ltd**

Mission: We exist to enrich the lives of dogs and the relationships they share with those who love them.

**Confidentiality**

You are going to see and hear a lot that should not be repeated outside of Paws Pet Care. We are planning years in advance, handling complex HR challenges and coaching people each day. You may overhear or be part of discussions that are meant for your ears only. We appreciate your discretion and professionalism.

**Email**

If anyone on the leadership team sends an email, even if it appears to be just an FYI, acknowledge it by replying back to that person so they know you “got it”. Remember, don’t email anything you wouldn’t want to show up on the 5pm news.

**Phone**

Call each other if you need something immediate, even if it’s not an emergency. If someone on the leadership team calls, please answer or call back ASAP. It may be important and time sensitive. We will treat your calls with the same level of urgency. Phone is also best for complex issues that are better explained verbally rather than email.

**Sling**

This is best for quick messages, questions, reminders, etc. If you would normally text it, you can send it in a Sling message. As with email, reply back or use an emoji to indicate you’ve read the message. Do not be offended if someone does not respond to your Sling right away - we’re all busy. Follow up with the person if you need something from them. If you need something immediate, CALL.

**Text**

This is not considered an official workplace communication. If you’re communicating about a work-related situation, it needs to be done through phone, Sling, or email.