

# THINK BEFORE YOU CLICK “SEND”



## #1 - ANY TYPE OF COMMUNICATION CAN BECOME FUTURE EVIDENCE

- INCLUDING EMAILS (PLUS ATTACHMENTS), TEXTS, INSTANT MESSAGES, AND VOICEMAILS.
- TREAT THEM LIKE ANY OTHER FORMAL COMMUNICATION.
- CONSIDER HOW YOUR WORDS MAY BE INTERPRETED WHEN EXAMINED LATER ON.



## #2 - ASSUME YOUR CORRESPONDENCE ISN'T PRIVATE

- ASSUME UNINTENDED RECIPIENTS WILL READ YOUR EMAILS.
- BE EXTRA CAREFUL WHEN ATTACHING DOCUMENTS WITH CONFIDENTIAL OR PROPRIETARY INFORMATION.



## #3 - AVOID A “REPLY ALL” MISHAP

- FILL-IN THE “TO” AND “CC” LINES ONLY WHEN YOU’RE READY TO SEND YOUR EMAIL.
- DOUBLE CHECK THE RECIPIENTS OF YOUR EMAIL BEFORE YOU CLICK SEND.
- TRIPLE CHECK THE “TO” AND “CC” LINES IF YOU’RE REPLYING WITH CONFIDENTIAL OR PROPRIETARY INFORMATION.
- PASSWORD PROTECT FILES WITH CONFIDENTIAL OR PERSONAL INFORMATION.
- CHECK TO BE SURE YOU ARE ATTACHING THE CORRECT FILE.



## #4 - BE CAREFUL WITH PRIVILEGED EMAILS

- AN EMAIL WITH A COMPANY ATTORNEY OR OUTSIDE COUNSEL IS PROTECTED FROM LITIGATION DISCOVERY.
- FORWARDING THAT EMAIL TO THIRD PARTIES OUTSIDE THE BUSINESS OR COPYING THEM ON YOUR COMMUNICATIONS LOSES THE PRIVILEGE.
- DO NOT FORWARD PRIVILEGED COMMUNICATIONS WITHOUT PRIOR APPROVAL FROM A COMPANY ATTORNEY OR OUTSIDE COUNSEL.



## #5 - DON'T GUESS

- SPECULATIONS, OPINIONS, ASSUMPTIONS, AND GUESSING CAN LOOK LIKE FACTS WHEN EXAMINED LATER ON, FOR EXAMPLE OPINIONS ON HOW A PRODUCT IS PERFORMING.
- STICK TO WHAT YOU KNOW.
- IF YOU AREN'T SURE, SAY SO.
- BE FACTUAL.



## #6 - AVOID EXAGGERATION AND HYPE

- MAKE CLEAR AND SIMPLE STATEMENTS.
- AVOID USING ALL CAPS, ABBREVIATIONS, OR EMOJIS THAT COULD BE LATER MISINTERPRETED.



## #7 - BE PROFESSIONAL

- USE PROFESSIONAL LANGUAGE.
- AVOID JOKES.
- DO NOT HARASS OR BULLY OTHERS.
- AVOID PROFANITY, INCENDIARY COMMENTS, SARCASM, UNTRUTHS, OR INAPPROPRIATE LANGUAGE.



**WE ARE RPM AND OUR SUCCESS DEPENDS ON EACH OF US FOLLOWING THE RIGHT ROUTE AND EMBRACING OUR VALUE OF 168® TO MAKE THE RIGHT DECISIONS.**

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