

TRUE TUTOR DIGITAL COMMUNICATION POLICY

For Contractors | Adopted by the Co-Owners on April 15, 2020

GENERAL RULE OF THUMB

- All company-related communication must be appropriate & on-topic
- Social media is never a permissible form of communication
- Email should be the go-to mode of communication between co-workers, superiors, and subordinates.
 - Always send from your personal email address (not school-issued) when possible.
 - If you're contacting an Area Operator or company executive, you should reach out to them via their company email address (even if you know their personal or school-issued email address).
 - If you're contacting a tutor or marketing associate, you should reach out to them via their personal (not school-issued) email address.
- If it's essential that you communicate in-person or over the phone, you should send an email or text message to the other person you communicated with confirming the topics you discussed and decisions you made.
 - If you're talking to a superior, they will do that by default for you. If you're talking to a colleague, assume the responsibility of taking on this task.
- Area Operators and company executives may ask for receipts of company-related email or text communication at any time.

EMAIL COMMUNICATION POLICY → Use a personal, not school, email if possible

Email Address	Usage
Your Area Operator: FirstName@yourtruetutor.com	<ul style="list-style-type: none"> ● Your go-to contact for all things True Tutor ● Anything related to your work, work schedule, etc.
True Tutor Regional Services: Region@yourtruetutor.com (i.e. Chicago/Chicago suburbs use chicago@yourtruetutor.com)	<ul style="list-style-type: none"> ● Discrepancies involving your Area Operator ● Technical issues with website functionality, including your Resource Center ● Your Area Operator asks you to escalate an inquiry
True Tutor Executive Personnel: Owners@yourtruetutor.com	<ul style="list-style-type: none"> ● General question pointed to the company's owners and/or unsure of which co-owner to contact
Marketing & Hiring Outreach: Henry Dziechciarz, Henry@yourtruetutor.com	<ul style="list-style-type: none"> ● Anything relating to the job application process and/or recommending someone for hire ● Anything related to marketing or advertising
Finances & Legal: Auschwin Lee, Auschwin@yourtruetutor.com	<ul style="list-style-type: none"> ● Anything related to payrolls, tax/government forms, and finances

<p>Human Resources, General Operations & Customer/Employee Relations: Scotty Vrablik, Scotty@yourtruetutor.com</p>	<ul style="list-style-type: none"> ● Disputes between employees ● General tutoring session questions that your Area Operator asked you to escalate ● Issues with employees, tutors, or students that involve your Area Operator <i>or</i> that your Area Operator asked you to escalate
--	--

NON-EMAIL COMMUNICATION POLICY

Communication Medium	Policy
Text messaging	May be used for simple communication between co-workers, subordinates, and superiors. Conversations that involve legally-binding material (such as financial documents or child welfare policies) or conversations that would require lengthy responses or a chain of responses should be done via email instead. If it's legally privileged, it is impermissible to correspond via text message.
Phone calls / Voicemails	Should be reserved for discussions with co-workers/subordinates/superiors, communication with families, and timely material that needs acknowledgement within the matter of minutes. The more written communication, the better; only resort to this option if necessary.
FaceTime / Google Meet / Zoom	Should be utilized for conference calls, informational meetings, disciplinary meetings, sharebacks (between Operator and Co-Owners), and interviews. Both parties should take notes, and no parties should record visual and/or audio. This medium may also be utilized for digital tutoring sessions. The idea of "the more written communication, the better" stands, however.
Social media	Not permissible. If communication is started by <i>anyone</i> about company-related matters via social media, the recipient should reply, but only to ask to switch to an appropriate and professional mode of contact.

Effective April 15, 2020