



MEMORANDUM

TO: FMS Managers and Supervisors

FROM: John Welsh, Associate Vice President, Facilities Management Services

DATE: September 18, 2013

SUBJECT: FMS Communication Protocol

As we continue to improve our communication internally and externally it is extremely important that we do so with consistency, accuracy and professionalism. All outgoing correspondence, reports and presentations beyond the day-to-day emails with customers and other external stakeholders need to be reviewed prior to sending. Please share this information with your teams. You will direct all requests for document review directly to Donna Buchanan, dmbuchan@usc.edu, and copy our FMS Communications Specialist, Catalina Vazquez, catalinv@usc.edu. Donna and Catalina are also available to assist you with the development and editing of your correspondence and should be contacted to do so with as much lead time as possible. Draft correspondence is best submitted to them via e-mail.

Items needing review prior to distribution include:

- Letters and Memoranda or anything written on FMS or USC Stationery (i.e., formal communication to customers, USC senior leadership and external stakeholders)
- Group customer e-mails
- Reports
- Media interviews and data
- Emergency customer notifications
- Emergency shut-downs
- Flyers
- Brochures
- Posters
- Event invitations (including retirement)

In an emergency situation, please call Donna at (213) 740-6373 (work) or (323) 829-3789 (cell) or Catalina (213) 821-7945 (work) before sending your draft via e-mail so that they are aware of the urgency of the matter. If you are unable to reach them it is your responsibility to ensure the appropriateness of the communication, to inform the



appropriate leadership of your actions and to send Donna a copy of what was communicated.

If you have a non-emergency matter that you believe should be an exception, discuss it with your director prior to sending the correspondence.

Requests and/or drafts for FMS-organization-wide or building-wide e-mails must also be submitted to Donna.

Our credibility and professional image as an organization relies on each of us following this process.

Sincerely,

John Welsh