

To: All Staff Administrative Memo
Fm: Kathleen

Attn: _____
Date: 26 November 1997

STAFFING:

Bou Sarocun is now working in the editorial department full-time.
Sopheap is now working as the receptionist.

OFFICE ORGANIZATION:

I have recently swept through the editorial area of the office and gathered an assortment of papers which include trash as well as assorted important documents. These papers have all been deposited on the desk next to the filing cabinets. I encourage you to take a look for and retrieve any documents which belong to you, as others will be filed or tossed possibly as early as Monday, 1 December.

As we are in the business of information, proper management of documents is essential. This requires the cooperation of everybody in managing their own personal areas as well as the public areas. In this regard, please take note of the following. Some are old, some are new, some are trivial and badly written, but should have a sound explanation behind them.

DESKS: Each journalist now has his/her own desk. You can do as you like with your own desk. Others should please respect these areas as private spaces.

PUBLIC SPACES: The areas around computers, on the big desk and around the telephones are used by all. When you are finished working in these areas, you should take with you any documents which you brought there so as to allow the next person to work efficiently there.

Sopheap should be sure that there is always a pad for messages and for writing notes. There are two pens hanging near the phones for use while you are there. Please keep all these things by the phone when you leave.

RESOURCES: On the big desk, you will find current issues of newspapers for reading at the table. In shelves near Sopheap's desk, you will find files for Reuters, Read File, back-issues of newspapers, dictionaries and other reference materials. If you need to take any of these materials to another location, please replace them when you are finished.

There is a box on top of the filing cabinets labeled READ FILE. If you receive a document you think of interest to others, deposit it in that box. Sopheap will file it in the Read File.

There is a small table near the Managing Editor's desk with a full set of all volumes of the PPP. These are working volumes for our staff only. These should always remain in the editorial area. When you are finished using them, they should be returned.

For the use of non-staff, a full set of all volumes is kept near the entrance of the office. These should be returned after use.

There is also a collection of books on Cambodia which is kept by Michael in his residence in an attempt to control spontaneous combustion and other such mysterious occurrences. Staff are welcome to borrow these publications on condition of returning. Please see Michael if you wish to do so.

If you need some resources which we do not have, please request from Kathleen or Michael.

FILING: When you are finished with documents, they should be filed appropriately. If you are not sure how to file them, place them in the box marked FILE on top of the filing cabinets. With reference to filing, please consult with Michael on how the system works. It is to the advantage of all if time is spent to ensure proper filing for future access to documentation.

TRANSLATION: If you have documents to be translated, please give them to Chanrith or Chavirak. If they are not around, please leave them in the box on the filing cabinet marked TRANSLATE, with a note which says when you need the translation finished. Chanrith and Chavirak must check this box regularly, and be sure to complete the translation by the time requested, or notify the journalist about when it can be completed.

COMPUTERS: When you are finished using a computer, please turn it off. This is very important, as if the power is cut and nobody is in the office, the computer will crash. This is potentially damaging to the equipment. In addition, all equipment should be covered to keep it clean, as dirt will damage equipment.

If you are the last person working on the computers, you must also switch off the power stabilizers and the UPS for the computers and printers. The UPSs (2) are switched on/off from the back. The stabilizers (3) are switched on/off from the front. Computers, printers, copy machine should be turned off first; then the UPS; and finally, the stabilizers. Please ask Kathleen to show you how to do this.

If you have any technical problems on the computer, please inform Kathleen or Peter. What may seem a small problem to you could be the sign of a larger network, or virus problem which needs to be checked.

Please keep food, drinks and cigarettes away from the computer tables and equipment. An accident — particularly with liquid could be disastrous. There are small tables next to each computer which you can use for glasses and ashtrays.

As we are vitally dependent on the computers for our work, and are short on resources, we must be careful to maintain them. Your cooperation is appreciated.

POWER: If you are in the office and the power goes off, you will hear a beeping sound coming from the UPS. You should immediately save your work and shut down your computer. When all computers and printers are shut down, the UPS and stabilizers should be turned off also.

Usually our power goes off for only a short period of time. So unless there is an urgent need please be patient until it is back on. If there is an urgent need for the computers and the power does not come back quickly, ask Kathleen, Michael or Narith to turn on the generator and switch the power supply.

PRINTERS: All computers with the exception of the Managing Editor's should be set to print on the Lazerwriter 8 driver on the A4 printer. You should not change these settings without checking with Kathleen first. Your Page Setup in your document should be set to print on size A4 paper. If these are all correct, your word document will print from the paper tray on Auto Select. If any of this is not clear to you, please check with Kathleen.

PAPER: Paper for the printer is kept under the table near the filing cabinets. The paper marked Copier is only to be used for the copy machine. The other paper is only to be used for the printers. One package of size A4 and one package of Tabloid size paper should be open and in the paper shelves near the telephone. The paper should be clean — not soiled, ripped, folded, stapled, etc. — and you should fan the paper before placing it in the paper cartridges of the printers and carefully replacing the cartridge. Failure to do so may jam and/or scratch and/or damage the printer. If there is any problem with the printer, ask Kathleen, Peter or Piseth to assist you. Do not open the printer yourself.

Used paper to be discarded should either be thrown away in a trash bin; or, if the paper can be used for scrap, place it in the box in front of the paper shelves.

Fax paper is kept under the fax machine. Be sure to put in the correct way, or it will not print.

COMMUNICATIONS:

TELEPHONE/FAX: The job of answering telephones is primarily Sopheaps. If he is unable to get to the phone, others are asked to assist. If you answer the phone and the person requested is not here, please take a complete message for that person including full name, organization, telephone number, date, time, message and your initials, and deposit it in their box.

There is a fax on the 426568 line on the editorial floor, and one on the 428309 line on the ground floor. The fax on the ground floor is for receiving only. If you answer the phone on one floor for a fax machine on another floor, page someone to turn on that fax machine.

Please check with Michael or Kathleen before making any international phonecalls. Remember that they are very expensive, so if you need to make one, be sure to be brief. If you can economize on the phonecall by faxing or e-mailing first with preliminary questions or information, please do so. All international phone/faxes should be logged on the log sheet on the filing cabinet in front of the phones. Please fill in all information accurately, and deposit the fax machine receipt indicating the number called and your initials in the box.

EMAILS: Our email address, pppost@worldmail.com.kh, should be used for PPP related work only. As this is filtered through one connection, you must do so through Kathleen. To prepare an email, please make a word document with the pertinent information, including the email address as the first line of the message. Leave a note for Kathleen indicating the name and location of the document. I

will send it as soon as possible. If it is urgent, please be sure to mark it urgent, or else there may be a delay up to one day, depending on my schedule.

Personal emails: I have recently gotten a quotation for individual email numbers at \$10 per month, payable one year in advance. Anyone who would like their individual number may do so and use the computer which will be set up for this purpose. You are encouraged to use this for work as it is much more cost efficient than faxes and telephonic calls. While you are welcome to use this for personal messages, remember that the first priority on the computers is always work. If someone needs the computer for ppp work, you should accommodate them.

SUPPLIES: Office supplies are kept in the cabinet next to the printers. Please use them reasonably. If we are missing something that you need, please inform Narith or Nara.

SECURITY:

TRAFFIC: Please be aware of office security. Strangers should not be wandering around the office and indiscriminately looking through our resources unless directed to do so by a staff member. An assortment of people come through the office on a regular basis, including customers, colleagues, friends, competitors and assorted lunatics. Sopheap should receive all visitors to the office during regular working hours. If he is not around and you find yourself dealing with a visitor, please direct them as follows:

Advertisers: to James Shelton

Subscribers: to Narith

Book and PPP Volumes Inquiries: to Sopheap

Researcher and others who want to read backissues use the set of volumes near the door, either there, or at the big table. An Index is available and is kept on the shelf with resource materials.

Printing/Layout Inquiries: to Kathleen

Individuals with appointments or inquiries should be directed to the appropriate person.

Miscellaneous inquiries should be directed to Kathleen or Michael

OFFICE ACCESS: All public traffic to the office should normally be through the front door on the editorial floor. Michael, Kathleen, Jason and Narith have keys to the office. During normal work days, the office is unlocked by Narith at 8am, and locked by Narith at 5pm. If you are leaving the office after hours, you should do so through the side door on the ground floor. Be sure to lock and close tightly the door behind you. (It sometimes does not catch easily and requires some force.)

If you need to get into the office outside of normal working hours, check in advance to see if someone will be there; or ring the bell once to get the attention of someone who is in the office; or call Michael or Kathleen on their mobiles.

Please remember that the office is also the residence of Michael who occupies the top floor. Nobody is allowed on the upper floor without his permission.

I greatly appreciate your cooperation on these matters in an attempt to keep the office running as efficiently as possible. If you have questions, suggestions, comments or concerns, or disagree with any of these or other administrative issues, please let me know.

... Kathleen