

COMMUNICATION AND DOCUMENT STANDARDIZATION POLICY

1. PRESENTATION

This document arose from the need to strengthen the organization, agility, and effectiveness of institutional communication. This requires paying attention to the fact that each type of document has a standard formatting that must be observed to properly maintain the aesthetic, structural, and linguistic presentation of documents, ensuring their formality, clarity, coherence, and expected objectivity.

This policy aims to guide the preparation and standardization of institutional communications via electronic (email) or physical means that are processed by the digital internal network.

2. DOCUMENTS USED AT FAPEX

2.1 OFFICIAL OR CIRCULAR LETTERS

Official Letters are internal and external correspondences usually used for formal communication. If it is of interest to several people or sectors/projects, it should be called Circular Letters.

Its structure includes the following elements:

1. **Header** containing a letterhead with the FAPEX logo. E.g.:



2. **Type, Numbering/Year, and the Sector Acronym** dispatching it (from the lowest to the highest hierarchy, separated by /). This data should be aligned to the left of the document. E.g.:

OFÍCIO Nº XXX/202X/SETOR

OFÍCIO CIRCULAR Nº XXX/202X/SETOR

3. **Place and Date:** in full, aligned to the right of the document followed by a period. Ordinal numbering should be used for the first day of the month and cardinal numbering for the others. The number 0 (zero) should not be used before the date. E.g.:

Salvador, 1º de agosto de 2023.

Salvador, 5 de agosto de 2023.

4. **Recipient/Address:** composed of vocative, name, position, institution, department, etc., aligned to the left. E.g.:

À Senhora,
[Nome]
Diretora do Departamento de Psicologia
Universidade Federal...

In the case of a Circular Letter (several addressees), it is not necessary to fill in this topic, just use the vocative. E.g.:

Prezados(as) Senhores(as),

5. **Subject:** general idea of what the document is about, objectively, aligned to the left, highlighted in bold. E.g.:

Assunto: Atualização de Sistema.

6. **Vocative:** form of address used according to the recipient followed by a comma. E.g.:

a) The vocative Dear Sir or Madam can be used in communications with private individuals.

b) When in doubt about which vocative to use, the Mr. or Ms. confers the desired formality for most situations. E.g.: Your Honor, Ms. Minister, etc. (see Annex I)

Senhora Diretora,

7. Text of the document: Prefer the use of direct language. E.g.: I inform, request, communicate, etc.

a) When it comes to forwarding documents, reference must be made to the document that gave rise to such a request. E.g.:

Em resposta ao Ofício n. 20/2023, de 25 de julho de 2023, encaminho cópia do documento que trata da solicitação...

b) When there is no previous request, the text must begin with the reason for the communication. E.g.:

Encaminho, para apreciação e providências, cópia do documento que trata da solicitação...

8. End of the Message: terms such as Sincerely, Cordially, etc., aligned to the left are to be used followed by a comma.

Atenciosamente,

9. Signature: it must contain the signatory's name and position. The signatory's name must be centered, in capital letters but not in bold. A line above the signatory's name is not used and, if the document has more than one page, it is recommended not to leave the signature on a page in which there is no text.

(Espaço para assinatura)
NOME
Cargo/Função

10. **Pagination:** In letters with more than one page, it is recommended to insert the page number on the pages after the first one and in the annexes (if any).

2.1.1 OFFICIAL LETTER MODEL


FUNDAÇÃO DE APOIO À PESQUISA E À EXTENSÃO

OFÍCIO CIRCULAR Nº XXX/202X/SETOR

Salvador, 5 de agosto de 2023.

À Senhora,
[Nome]
Diretora do Departamento de Psicologia
Universidade Federal...

Assunto: Atualização de Sistema.

Senhora Diretora,

Comunicamos a atualização do sistema. Nesta nova versão, a Senhora poderá mensurar os índices de produtividade no âmbito dessa Diretoria, de modo a obter informações gerenciais completas para todos os cadastros, tais como dados quantitativos de tempo de entrada e conclusão de tarefas, por usuário, por equipe, por tipo de ato, além de dados quantitativos e gráficos referentes às tarefas atribuídas e concluídas por usuário em determinado período de tempo e outras informações que possibilitam a produção de relatórios gerenciais, conforme especificação completa em anexo.

Atenciosamente,

(Espaço para assinatura)
NOME
Cargo/Função

Rua Professor Edgard Mata, nº 128, Ondina, Salvador, Bahia, CEP 40.170-140. Telefone: (71) 3183-8400

2.2 INTERNAL COMMUNICATION – IC

It is a source of internal communication used by FAPEX, the main characteristic of which is clarity and agility in interactions between sectors. It should be used for various situations, such as:

- a) To instruct the internal proceedings between the various sectors.
- b) To request some procedure (authorization, alteration, correction, inclusion, exclusion, etc.).
- c) To summarize a claim or issue a technical opinion to support the analysis of another sector or the decision of the Executive Board. Finally, to inform the sector for which the document is intended and the purpose of its submission.

2.2.1 IC MODEL

 Fundação de Apoio à Pesquisa e à Extensão	
COMUNICAÇÃO INTERNA	
PARA: DIRETORIA EXECUTIVA	DATA: 27-nov-23
DE: ASSESSORIA JURÍDICA	NÚMERO: S/N
Assunto: Pagamento 3ª parcela - Implantação do programa de compliance da Fundação.	
Senhora Superintendente, Trata-se de solicitação de autorização para o pagamento da Nota Fiscal nº XXXXX, no valor de R\$ XXXXX (XXXXXXXXXX) referente à terceira parcela da implantação do programa de compliance da Fundação, realizado pela empresa XXXXXXXXXXXXX, em conformidade com a alínea "x" da cláusula x do contrato assinado em XXXXXX. Encaminhamos, ainda, a Proposta de Honorários para a prestação de serviços jurídicos com cronograma de execução das atividades devidamente atualizado, bem como o Relatório Parcial das atividades desempenhadas, declarando desde já que foram executadas em conformidade com o que se espera. Após o que, solicitamos seja encaminhada esta demanda para a Coordenação de Compras, Licitação e Contratos. Atenciosamente, (espaço para assinatura) NOME Cargo/Função	

2.3 FORWARDING

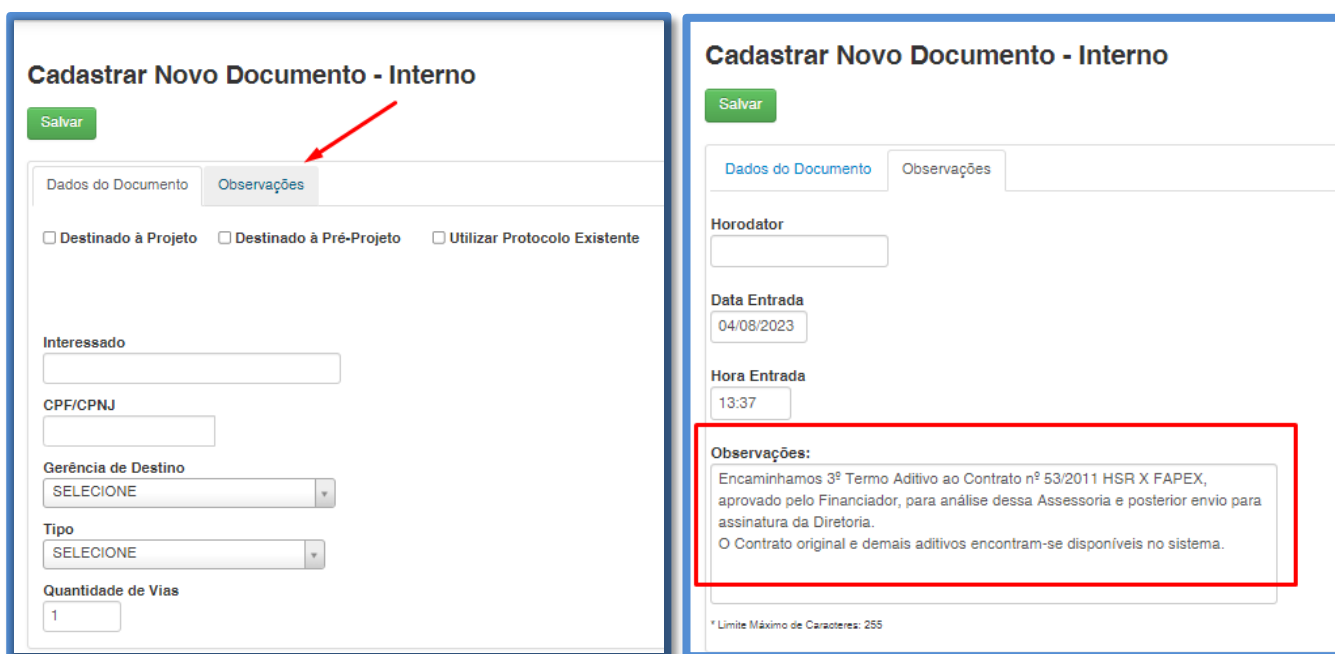
Forwarding is a feature of the SAPRO system that is available in the "Observations" field of the Protocol Module. It should be used whenever there is a need to process a document or proceeding between sectors via the FAPEX internal network.

The purpose of Forwarding is to direct/guide the recipient sector of the document/proceeding on the action that should be taken. In other words, it is to tell the destination sector what is intended when sending the document/proceeding.

For cases in which the documents/proceedings require a summary, a technical analysis, or a greater detail of what is intended, the document used for this purpose will be the IC.

A well-done forwarding avoids the return of the proceeding for diligence and complementation of information, bringing speed and efficiency to the demand.

2.3.1 FORWARDING MODEL



Cadastrar Novo Documento - Interno

Salvar

Dados do Documento Observações

☐ Destinado à Projeto ☐ Destinado à Pré-Projeto ☐ Utilizar Protocolo Existente

Interessado

CPF/CPNJ

Gerência de Destino

SELECIONE

Tipo

SELECIONE

Quantidade de Vias

1

Cadastrar Novo Documento - Interno

Salvar

Dados do Documento Observações

Horodator

Data Entrada

04/08/2023

Hora Entrada

13:37

Observações:

Encaminhamos 3º Termo Aditivo ao Contrato nº 53/2011 HSR X FAPEX, aprovado pelo Financiador, para análise dessa Assessoria e posterior envio para assinatura da Diretoria.
O Contrato original e demais aditivos encontram-se disponíveis no sistema.

* Limite Máximo de Caracteres: 255

3. SIGNATURE ON DOCUMENTS (STAMPS)

The “stamp” is the element that makes it possible to identify the person responsible for the signature on the document. In documents that already identify FAPEX, such as official letters, the standard established in item 2.1 (9) must be followed.

INTERNAL documents (ICs; Forms; Proceeding Forwarding Sheet, etc.) must follow the pattern in the image below:

(espaço para assinatura)
NOME
Cargo
FAPEX

EXTERNAL documents (Contracts, Amendments, Cancellations, Letters, etc.) must contain the **certified signature** from gov.br

4. ELECTRONIC MAIL (EMAIL)

Messages forwarded by institutional email are considered official documents as Official Letters, and, therefore, must be used responsibly.

The email should have the following structure:

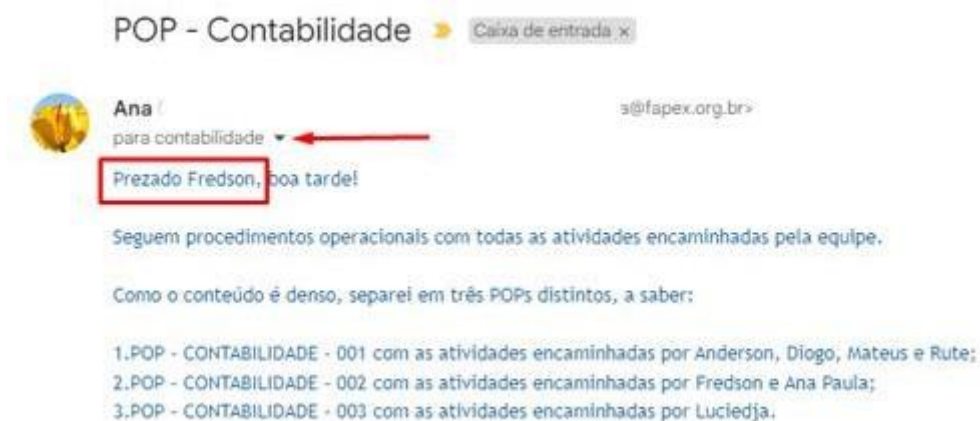
a) To: Recipients

Para

Institutional messages **should be forwarded to the sector** even if directed toward a specific person. This ensures that everyone in the sector has access to the demand in the absence of another professional.

When sending an email, it is important to make it clear which recipient should respond to your message. Otherwise, it may cause confusion among recipients, who will not know who should respond to the email.

E.g.:



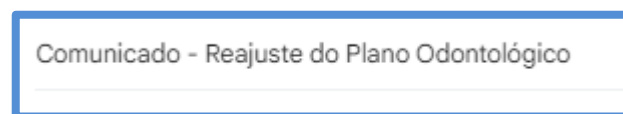
The fields “Cc – with copy” and “Bcc – blind copy” should also be used whenever there is a need to forward to more than one recipient. When using the “Bcc” field, the email addresses **will not be visible** to the recipients.

E.g.:



a) **Subject:** the Subject field should be clear, concise, and easy to locate later. Thus, upon receiving it, the recipient will be able to easily identify the subject.

E.g.:



b) **Initial Greeting/Vocative:** Messages forwarded by email should start with a greeting. Here the vocatives used in official documents can be used.

E.g.:



c) **End of the message:** the closing line for messages from the FAPEX institutional email is “Sincerely.” An exception is admitted when the partner is a foreign person.

E.g.:

Atenciosamente,

d) **Signature text block:** the signature text adopted by FAPEX is standard and must contain the employee's name, position, sector, followed by FAPEX's name, address, contact telephone number, email address, and logo.

E.g.:

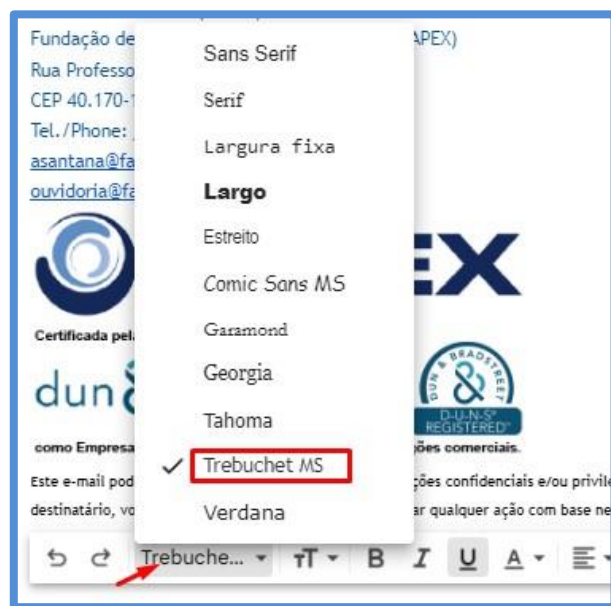
Vania Oliveira Reis
Assessora Jurídica
Assessoria Jurídica (ASJUR)
Fundação de Apoio à Pesquisa e à Extensão (FAPEX)
End. Rua Professor Edgard Mata, 128 - Ondina
CEP 40.170-140 - Salvador/Bahia - Brasil
Tel./Phone: +55 71 3183-8412
vreis@fapex.org.br / assessoriajuridica@fapex.org.br
contato@fapex.org.br / www.fapex.org.br



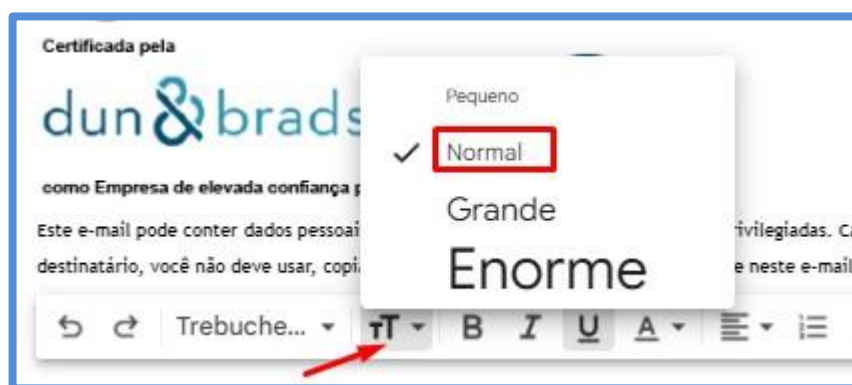
4.1 EMAIL FORMATTING

Format the message in the FAPEX standard before sending, especially when copying and pasting text from another document. Thus, messages sent by email must maintain the standard formatting instituted by FAPEX:

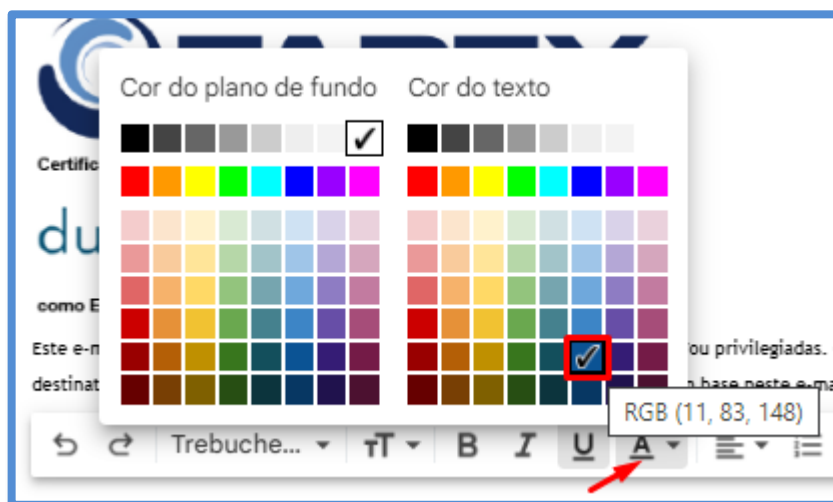
a) Font: Trebuchet MS



b) Size: Normal



c) Color: Azul – RGB (11, 83, 148)



4.2 BEST PRACTICES FOR USING INSTITUTIONAL EMAILS

- a) Before sending emails, make sure that the recipient is correct. Proofread the text as carefully as you would another official document;
- b) Whenever necessary, use the read confirmation or request confirmation of receipt in the body of the email;
- c) Institutional messages, especially when sent to third parties (outside FAPEX), do not require emotional manifestations. Thus, emoticons should not be used;
- d) It is recommended not to use text in “ALL CAPS” as it denotes aggressive communication. If the intention is to highlight the words, use bold or underline, for example.
- e) Do not classify all your emails as “URGENT.” Use the term sparingly. Excessive use loses its intended meaning over time;
- f) Pay attention to the recipient’s field, avoiding sending messages to those who should not receive it;
- g) When you receive an email, pay attention to who should respond to the message. If you are in copy or blind copy do not answer it. The response must be made by the primary recipient;
- g) Avoid the indiscriminate use of email. Whenever possible, opt for contact in person or by phone. In addition to avoiding communication noise, it does not clutter the recipient’s inbox with something that can be handled differently. However, if after the conversation you find it necessary, formalize the understanding by email.

5. FORMATTING OF DOCUMENTS

Documents, in general, issued by FAPEX must have the following formatting:

- a) **Font:** Times New Roman, Arial, Helvetica, Calibri, Garamond, or other clean, readable, and professional font
- b) **Size:** 12 for the body of the text; 11 for citations with more than three lines; and 10 for footnotes
- c) **Alignment:** Justified.
- d) **Line spacing:** Simple
- e) **Font Color:** Black

It is recommended to avoid the exaggerated use of bold, italics, underlining, capital letters, or any other format that may interfere with the aesthetic sense of the document.

6. FOLDER PROCEEDING ORGANIZATION

Inserting a proceeding in a folder that has another sector as its destination will require organizing the documents, using as a reference the organization of a physical proceeding:

- a) Number the documents in ascending order, beginning with the number 01;
- b) Use the same nomenclature for similar documents;
- c) Use capital letters to name them.

It is important that each sector establish a standard to organize folders to be sent to another sector based on the documents essential to the proceeding.

The protocol number should only be generated and the proceeding uploaded in the SAPRO system after all the necessary analyses and the proper organization of the proceeding within the folder to be forwarded to the destination sector.

Example 1:

- 01. PRE SCI 1234
- 02. SCI 56789
- 03. COLLECTION OF PRICES
- 04. COMPANIES CONSULTED
- 05. COMPANY PROPOSAL X
- 06. COMPANY PROPOSAL Y
- 07. COMPANY PROPOSAL Z
- 08. PRICE CALCULATION MAP
- 09. CNPJ CARD – WINNING COMPANY
- 10. PROJECT APPROVAL

11. FORWARDING MODEL

Example 2:

- 01. INTERNAL COMMUNICATION – IC
- 02. INVOICE NO. XXX
- 03. CONTRACT – FAPEX DATE
- 04. PARTIAL REPORT – RISK ANALYSIS
- 05. CARD CNPJ
- 06. BANK DATA

Example 3:

- 01. SIGNATURE SHEET
- 02. DRAFT CONTRACT UFBA X FAPEX – No. PROJECT

7. FILE NAMES (FOLDERS)

To facilitate the standardization of documents and their identification, the names of the files must be formatted as in the following examples:

a) PROJECT - PROTOCOL - DESCRIPTION OF THE DOCUMENT

E.g.: 180036 - 20230258564 - 3RD AMENDMENT FINEP

b) PROJECT - PROTOCOL - DESCRIPTION OF THE DOCUMENT

E.g.: 180036 - 20232564888 – CONTRACTING DIRECT

c) PROJECT - PROTOCOL - DESCRIPTION OF THE DOCUMENT

E.g.: 180036 - 20232568976 – DAILY RATE R\$ 600,00

d) PROJECT - PROTOCOL - DESCRIPTION OF THE DOCUMENT

E.g.: 180036 - 2023856456 – NF N° 123 CARBALO FARO R\$ 200,00

ANNEX I – FORMS OF TREATMENT AND ADDRESSING

Forms of treatment				
Addressee	Treatment	Abbreviation	Vocative	Address
Authorities in general and in particular	Mr. or Ms.	Mr. or Ms.	Mr. or Ms. + Position	To Mr. or Ms. Name, Position, Address
Judges	Your Honor	Hon	Honorable Judge, Your Honor Dear Judge,	To your Honor Name, To Judge at Address
Rector	Your Excellency	He, Hon	Honorable Rector Your Excellency the Rector	Your Excellency Name, Rector of the University... Address
Vice Rector	Your Excellency	He	Mr. or Ms. Vice-Rector	Mr. or Ms. Vice-Rector, Name, Address

NOTE:

Although Decree No. 9,758, of April 11, 2019, prohibits most forms of address in the table above and establishes “Sir” or “Ms” as the only pronouns used in communication with federal public agents regardless of hierarchical level, the nature of the position or function, or occasion, for politeness, we maintained the treatment indicated based on the guidelines of the Official Writing Manual of the Presidency of the Republic.

8. REFERENCES

BRASIL. Presidência da República. Casa Civil, Subchefia de Assuntos Jurídicos. **Manual de Redação da Presidência da República**, Coordenação de Gilmar Ferreira Mendes, Nestor José Forster Júnior [et al.]. – 3. ed., rev., atual. e ampl. – Brasília: Presidência da República, 2018. Available at: <http://www4.planalto.gov.br/centrodeestudos/assuntos/manual-de-redacao-da-Presidency of the Republic>

FERREIRA, Eric Duarte. **Redação Oficial**. 3. ed. rev. ampl. – Florianópolis: Departamento de Ciências da Administração / UFSC; [Brasília]: CAPES: UAB, 2015. Disponível em: <https://educapes.capes.gov.br/bitstream/capes/401192/1/RedacaoOficial-3ed-web-atualizado.pdf>

**LET IT BE RECORDED, PUBLISHED AND COMPLIED WITH
EXECUTIVE BOARD, SEPTEMBER 27, 2024.**


Antonio Fernando de Souza Queiroz
FAPEX
Executive Director


 Rosalba Oliveira
Superintendente
Rosalba Silva Oliveira
Managing Director