

Internal Comms

To be successful, you need great lines of communication with your group and supporters.

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Online Behaviour Guide

XR's Regenerative Culture

We owe each other a duty of care to make our presence on our communications platforms a comfortable and beneficial experience. This includes a healthy focus on mutually supporting through:

- Self care – how we take care of our own needs
- Mutual care – how we take care of each other
- Interpersonal care – how we take care of the relationships we have, being mindful of how we affect each other
- Community care – how we take care of our development as a community

Etiquette and Standards for Posts

When posting messages contributors should:

- Be respectful – people are different; we all have strengths and weaknesses and different backgrounds – consider your audience
- Use 'I' statements
- Practice compassion by putting themselves in others' shoes
- Take the time to read, re-read, and reconsider before posting

When using chat channels and forums, all contributors should have a duty of care for the community, offering a harassment-free space for all to participate, embracing our unique differences.

Positive Behaviours

- Use welcoming and inclusive language
- Be respectful of differing viewpoints and experiences
- Be willing to engage with feedback (constructive criticism)
- Focus on what might most be in service of the community as a whole
- Cultivate curiosity and an empathic awareness towards other community members

Negative Behaviours

- Avoid sexism, racism, classism, and any other prejudices
- Be aware that we all have things to learn and we all make mistakes
- Avoid making assumptions and be open to listening and learning if challenged
- Do not employ harassment, either public or private, including trolling insulting/derogatory comments, bullying, personal or political attacks

- Do not publish others' private information without explicit permission
- Avoid conduct which could reasonably be considered inappropriate in a professional setting

Maintaining good behaviour falls to all of us

If messages or comments stray from the above guidelines, it's up to each of us to feed back our concerns in a sensitive way depending on the platform being used. Our regenerative statement says: "[we have] cultures of respect and listening, in which people deal with conflicts when they arise, feeding back quickly and talking about disagreements and issues without blaming and shaming."

If you find a post that you believe needs moderation, see the [moderation chapter](#) for guidance.

Communicating with your Group

To be successful, you need great lines of communication with your group and supporters.

You should also have a set of comms channels appropriate for different audiences. This will vary from group to group, but the following is typical:

- An **email account**, so you can communicate with people and other orgs by email without using your personal account
- An **email list**, for one-way comms with your group and supporters.
- A **messaging app** for two-way comms with other organisers, e.g. Mattermost or Signal
- A messaging app for **one-way ("broadcast") comms** with your group and supporters (useful for larger groups)
- You might use the **"events" feature of Facebook** to communicate upcoming actions, trainings, and meetings
- **Documents**, for sharing detailed information

Your comms will be busiest when you're organising an action. There's more detailed guidance in [this page](#) of the Action Planning book.

In addition to the above comms channels, if you have "sub groups" (maybe you're organising a nation/region or community group) then you should have a network of reps from each group in a shared chat and, when appropriate, a regular meeting.

Email Accounts and Email Lists

There are two types of email to think about...

Email Accounts

An email account for people to have two-way conversations with you. This is the equivalent of your personal email account, but for your group instead. You could use a gmail etc free email account or you could apply for one from XRUK e.g. groupname@extinctionrebellion.uk.

The benefits of applying for one ending in extinctionrebellion.uk are:

- if you ever lose access to it you can ask for a password reset
- you can easily share access to it between a few people

Apply for an @extinctionrebellion.uk email account [here](#).

Email Lists

An email list is where supporters can sign up and receive updates from you. This is a way to email large groups of people all at once. You can still put a 'reply-to' address, so that individuals can reply with a questions. Your emails should be 'on message' and jargon-free, because people on your list might be interested members of the public who are not yet involved - and maybe even a few journalists too!

Emails are more useful for internal comms: e.g. single-topic emails telling people about an event or action that is coming up, or newsletter style roundups of everything that's happened recently.

XR uses a system called 'Action Network' to store your list of email subscribers and send mass emails to them. It is funded centrally, GDPR compliant and available to all local groups. You can read more in this [Action Network overview](#).

The benefits of being part of XRUK's Action Network system are numerous and you can read more here about [why to use Action Network](#) as opposed to other systems such as Mailchimp. Being part of this network helps you pick up more subscribers because your lists will be automatically

promoted for you in a number of ways - [read more here](#)

For information and support:

- Read [the Action Network for XR book](#)
- Sign up to training with [this form](#)
- Message the [Action Network Reception on Mattermost](#) or email them at **datateam@extinctionrebellion.uk**

Messaging Apps: Choosing an App

An overview of messaging apps and detail on the four main ones: WhatsApp, Telegram, Mattermost and Signal

Messaging Apps Overview

If you want to create a group chat for your XR group, there are loads of different options and making the right choice can be difficult.

In this document, we will compare the four apps most commonly used by XR groups. There is an overview on this page, and much more detail in subsequent pages of this chapter.

Ultimately which tool you decide to go with comes down to what you and the other people in your group are comfortable with. Our recommendations can be summarised as:

If your group...

- **...organises lots of different things at once**, use Mattermost. The extra features and discoverability should really help to make your group more productive.
- **...organises a lot of actions**, use Mattermost combined with Signal for the added security. Also don't forget to enable disappearing messages.

Where possible please use existing chats rather than creating more new ones. Let's work together to prevent information overwhelm.

Consider one closed group chat for organising actions (usually a temporary group on Signal or private Mattermost channel) and one open chat for participation (usually on Telegram or a public Mattermost channel)

Overview

WhatsApp

WhatsApp is widely used by people outside of XR but it is not secure and is limited in its functionalities so is not great for organising. It also doesn't sync up with Mattermost.

[More detail here....](#)

Telegram

Telegram is used for XRUK's [broadcast channels](#)

It's an encrypted messaging service with lots of features. You can edit and pin messages, see the chat history after you join a channel, locate media, and each chat can hold a large number of people. It's also accessible on nearly any device. A limit on message word count can impact broadcast posts.

[More detail here....](#)

Telegram is similar to WhatsApp but with greater flexibility and features.

Mattermost

Mattermost is XR's main messaging app for working groups. It functions on its own server, making it particularly secure. It is accessible on any device and has tons of flexible features and ways of storing and searching for information.

The drawback is that it can be overwhelming in layout and content and requires time to get to grips with it. It's similar to popular workplace messaging systems like Slack, Discord, or Microsoft Teams chat.

[More detail here....](#)





Signal





Signal is widely used by action planning groups and organisers. It's the most secure encrypted chat with a disappearing message function. It's also visually clean and crisp.

However, it's not possible to pin or thread messages or edit your messages after 15 minutes, making it less useful for mass communications.

[More detail here...](#)

Summary Table

	 WhatsApp	 Telegram	 Mattermost	 Signal
Security	★ ★	★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Accessibility	★ ★ ★	★ ★ ★	★ ★ ★ ★ ★	★ ★
Features	★ ★ ★	★ ★ ★	★ ★ ★ ★ ★	★ ★ ★

	 WhatsApp	 Telegram	 Mattermost	 Signal
Discoverability	★ ★	★ ★ ★	★ ★ ★ ★ ★	★ ★

Security and Discoverability

Why does security matter?

Given the types of actions XR does, **it is essential that the authorities do not get access to rebels' personal information and private messages**. This is for a number of reasons including:

- It could compromise the legal defences of arrestees
- It could affect the right of rebels to stay in the UK

When discussing security in the context of messaging apps, there are two main things to think about:

- Can my messages get intercepted?
- Where are the messages getting stored?

The first of these is straightforward - to make sure messages cannot be intercepted we need to make sure that the app uses secure encryption when sending messages. The second, however, is a little more complicated as it depends on terms like "end-to-end encryption".

End-to-end encryption is used by a number of messaging apps. What it means is that the messages are stored on the phones sending and receiving the messages, rather than on some server. This is generally good from a security standpoint because the authorities would need to access one of the phones in order to see the messages; something much harder for them to do than approach the owners of the server with a warrant.

Another important things to consider when choosing a messaging app is whether or not you want to have **disappearing messages**. These are messages that are automatically deleted after a certain time period, usually around a week or so. This can provide an additional layer of security on top of end-to-end encryption.

Lastly, one extremely important thing to bear in mind when discussing security is that **by far the biggest weakness in XR's security is the people**. It is very easy for an undercover police officer to pose as a protester and get themselves added to a 'secure' group chat. Once that happens, any security features of the messaging app become irrelevant since the authorities can see everything that is getting discussed.

Why does discoverability matter?

Discoverability - making your group easy to find and get in touch with - is a huge issue for XR. We are a decentralised organisation so each group has the freedom to decide how they want to organise and communicate. This is fantastic from the point of view of self organising, but it makes it difficult to share knowledge and skills across groups. To try and reduce this problem, it is important when choosing a messaging app to think about how other rebels and groups can find your group and get in touch with you.

WhatsApp



WhatsApp is a hugely popular messaging app with over **2 billion users**. It's easy to use and the vast majority of rebels will already have it installed on their phones. Does this make it a good fit for your XR group?

Security



Despite being end-to-end encrypted, WhatsApp has a number of serious security issues that make it a poor choice for serious organisation in XR. To start with, it is owned by Facebook, a company whose income depends on collecting people's personal information. They can't read your actual messages, but there's still lots of metadata they can collect. You can read WhatsApp's [privacy policy](#) to get an idea of the sorts of information that they are collecting.

Another issue with WhatsApp is that it makes it easy to backup chats to a cloud storage (like iCloud or Google Drive), and that by default the option to make these backups encrypted is off by default. That means that any user in your chat who has a backup running (which is common) and hasn't manually set this to be encrypted will be uploading the whole chat (their messages and everybody else's messages in the shared chat) to a server. The data on that server can be read by the company (or security services with a warrant).

Accessibility



WhatsApp has a lot in common with other messaging apps so it is usually quite straightforward for rebels to learn how to use it. However, in order to sign up to WhatsApp you need a smartphone, which not all rebels will have access to. In order to use WhatsApp on a computer, the smartphone that it's linked to must be connected to the internet continuously, which is a hindrance.

Features



You can't save messages for later or mark them as unread so you constantly lose key info and can't find it again. The message box is small and you can't thread effectively so it is difficult to keep track of a conversation.

Discoverability



Within WhatsApp, group admins can create and share links that rebels can follow to sign up to the group. This provides a quick and easy way to invite new people. However, unless this link is published somewhere for rebels to find, it is impossible to find the group to join in the conversation.

Other information

Another issue with WhatsApp is that many people use it to speak to friends and family. Having XR-related chats on the same platform can put unnecessary stress on rebels who might want to temporarily 'switch off' XR communications in order to avoid burnout.

Telegram



Telegram is a great messaging app filled with features. In particular it has broadcast channels which can be fantastic for sharing information widely. But is it suitable for group chats?

Security



Although Telegram's [website](#) would have you believe otherwise, Telegram actually provides the worst security out of all the apps being compared here ([source](#), [source](#)).

One of the reasons why this is the case is because **Telegram group chats are not end-to-end encrypted**. Telegram does allow users to have [secret](#) chats with [self-destructing messages](#). However, this is not available for group chats so all of the messages that you send to a group chat will be stored on a server somewhere accessible to the authorities.

Another serious problem with Telegram's security is that **messages are sent using Telegram's own [private encryption protocol](#)**, as opposed to something used more widely. This means that it has not been as thoroughly tested and many [security vulnerabilities](#) have been exposed in the past.

Can be compromised if malware is installed on the phone or computer, or other people have access to that device if they use your login. Or if you have infiltrators - no app protects against those.

Accessibility



Telegram is one of the most accessible apps available. You don't need a smartphone to sign up, just a phone number, and it can be used on [practically any device](#).

Features



Telegram is very useful for broadcast channels (in which only admins can post). Links for these can then be shared on wider channels (eg. Rebellion Broadcast). However, widely shared links attract spammers so they need to be carefully moderated.

Discoverability



Telegram has some excellent features that make group chats easy to find and join. Like Signal and WhatsApp, users can share a link to the chat that people can use to join it. However, you can also search for public Telegram channels from inside Telegram. This makes it easy to find and contact broadcast groups but can also lead to spam since anyone can join these channels - even if they are not a member of XR.

Use this information to help you [hide your details from spammers](#).

And this information about [removing spammers](#).

Drawbacks

Telegram is really a social media platform and has a very 'relaxed' content moderation strategy- this means it is targeted by spammers if you have open channels. You have to be on top of moderating it!

Some people find it difficult as you can't save messages for later or mark them as unread so you constantly lose key info and can't find it again.

It's limited in terms of formatting messages and if you want to broadcast and add an image there's a character limit so you have to be able to either fit your message into that limit or miss out key info.

Mattermost



Mattermost is the messaging app that has been specially set up by XR for rebels to collaborate with each other. It is quite different to the other apps being discussed because it is designed to be used by teams in a workplace as well as for personal communications. Unlike the other tools, it also exclusively runs off of **renewable energy**.

Security



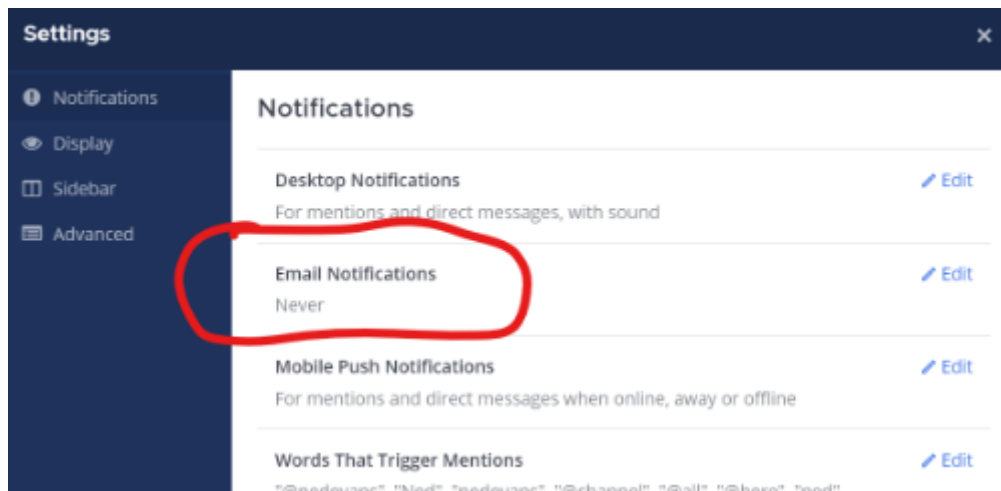
Mattermost takes quite a different approach to security than the other apps. Instead of employing tactics such as end-to-end encryption and self-deleting messages, Mattermost prevents the authorities from accessing your group's messages by storing them on our own secure server.

Its great to use Mattermost as one of your channels if you are '**Air-gapping**' to separate out information on a need to know basis.

Another great advantage to using Mattermost is that if rebels ever get arrested, they can have their **accounts temporarily suspended** so the police would not be able to read any messages even if they took a rebel's phone. Once the rebel gets out of custody they can then have their account reactivated.

Can be compromised if malware is installed on the phone or computer, or other people have access to that device if they use your login. Or if you have infiltrators - no app protects against those.

PLEASE NOTE: If you are discussing anything 'spicy' / illegal, ensure all members of your private Mattermost channel or group Direct Message, have their email notifications set to **Never**. This adds a level of security as emails potentially can be compromised or 'hacked'. To check your notifications, select the Settings icon - Notifications - Email Notifications - Edit - Never - Save.



Accessibility



You do not need a smartphone to sign up - only an email address - and you can easily use it on any device unlike some other apps (e.g. WhatsApp) that only work if linked to your phone.

If you have a computer it is very easy to use since you don't have to install anything - just use your browser. This also means that the messages can be easily read on a larger screen.

Features

Mattermost has by far the most features out of the apps being compared. It is specifically designed for use by teams, as opposed to personal messaging, and so has a number of advantages over the other messaging apps.

For example, in Mattermost **chats are organised** into teams, public channels, private channels, and direct messages. This makes it easy to navigate between different chats. Also, Mattermost has a much better way to handle multiple conversations happening in the same channel at once. Whilst the other apps allow you to quote reply to individual messages, Mattermost has threaded conversations so you can see the full history.

You are also able to **save messages** for yourself which makes finding links and key info much easier, **mark messages as unread** to revisit later, **pin** important messages so other people in the chat can find them easily and **store regularly used links such as minutes and eeting links in the Channel Header** for everyone to use removing the need to bookmark/store those links on personal devices.

Writing messages in Mattermost is also more powerful. Not only are you able to edit your messages after you've sent them, but you can use [Markdown to format your messages in fancy ways](#). Great for making eye-catching announcements!

There is a small learning curve when you use Mattermost for the first time because, being designed for teams, it is laid out differently to the other apps. The design is practically identical to other popular messaging apps like [Slack](#) and [Discord](#) so if you are familiar with those you will have no issues.

Discoverability



One of the main reasons why XR uses Mattermost is to make groups discoverable. Every group that signs up to the [XR UK Hub](#) will have public and private group chats created on Mattermost for them as the Hub does the 'heavy-lifting' for you. Having your group on the Hub means the Hub does the work of creating your Mattermost channels (as well as Cloud folder and Forum spaces) and the group's members will be joined automatically to the group's chats and at the same time, given access to the Cloud folder and Forums.

Every group that signs up to the Hub gets a public group chat called a **RECEPTION** channel so, if you're not a member of the group, contacting the group is as simple as searching for and joining the group's Reception. Having public discoverable Receptions is a major advantage over other apps as you can quickly see if a channel already exists for a specific group or topic. After joining a Reception you can then chat to the group and if you want to get more involved, you can be sent a Hub invite to the group which automatically adds you to the group's private channel. You can't search for chats on WhatsApp and Signal and can only find big public channels on Telegram which leads to similar channels being regularly created for the same purposes on these other apps. This can lead to burn-out for chat Admins as there often isn't the capacity to administer these additional chats and in addition, rebels get added to multiple chats for the same group increasing the number of chats they need to monitor which quickly leads to individual burn-out.

You can also use the [Hub Groups List](#) to find other groups and get information such as their email address, website and social media account.

This is why **we strongly recommend that your group at least signs up to Mattermost and the Hub** as it provides an easy way for other groups to get in touch with you.

Signal



Security



Signal has the best security out of all of the apps compared here. Chats are always **end-to-end encrypted** and you can enable **disappearing messages**. Furthermore, Signal is actually **open-source**. This means that anybody can look at **Signal's source code** and verify that it is secure.

Signal has been designed with security in mind, not bolted on afterwards, so the defaults are more likely to be good

Signal PIN is a useful application lock - though that isn't set up on the computer version.

Signal encrypts local information on your computer or phone - so its only visible through the app or computer programme.

Can be compromised if malware is installed on the phone or computer, or other people have access to that device if they use your login. Or if you have infiltrators - no app protects against those.

Accessibility



People aren't normally familiar with Signal before joining XR so may be a barrier to newcomers or less technical users.

Has complicated features like **Signal PIN** which can be a barrier to use.

It is available on computer - though its still tied to your phone number.

Features



Signal has many of the same features as WhatsApp and Telegram. Whilst this makes it easy to learn how to use, it also means that:

- It is hard to write longer messages in the small message box
- It is difficult to keep track of multiple conversations happening at once
- Once you have sent a message it can't be edited
- Can be used on smartphone and computer versions.

Discoverability



Just like WhatsApp, you can share links to Signal group chats allowing people to quickly join the group. This is great for signing people up but it is hard for rebels to find this link and join the group.

Drawbacks

It can be hard to know who is on a Signal chat - as names can be changed, and phone numbers hidden. Like all chat apps - be careful who you are talking to if that's important.

Signal can also be problematic for rebels who have limited storage on their phones because the messages are stored locally instead of in the cloud, and this can take up a lot of space.

The "metadata" about who's using the app and where they appear to be may be available to the authorities if they can track the connections to the central computer server, or get access to that server.

Messaging Apps: Administrating & Moderating Chats

Keeping group chats as secure as possible

When setting up the group chat make sure you follow these rules to keep it as secure as possible

1. Ideally only add people that you know well or are verified by others (trusted rebels)
2. Make sure only admins can add new members to the chat.
3. If you are doing spicy actions make sure people use pseudonyms and burner phones if possible, and that those are added to the correct chats (with their normal names and numbers removed).
4. Make sure there are separate secure chats for action days or spicy actions so that you can delete them afterwards.
5. Make sure you set disappearing messages. If actions are happening soon, make sure you set disappearing messages to a day or a week. Otherwise 4 weeks should be fine (Only Signal can do this automatically however Admins in Mattermost, WhatsApp and Telegram can delete others' messages.)
6. Make sure you keep the group links off.
7. Remember that many chat platforms attach media and files and links separately, so admins should regularly check that old media files and links are deleted
8. After the chat is done, and everyone has agreed that the group chat is done with, leave the group and delete the chat off your phone
9. Some members may not do this, so once the chat is done with, admins can remove members individually and then delete the chat off phones by deleting the group chat altogether - in this way people are not on lots of different chats that have ended which may cause security issues should someone's phone be seized.

Moderating a group chat

Hopefully, you'll never be in a tricky situation; but sometimes people can troll, spam or act against XR's Principles and Values on group chats. In general, this is less likely to happen on closed, secure chats, but it is a good idea to have 'agreed in advance' rules for this type of behaviour. It is important to make sure difficult or contentious situations don't escalate.

1. Always make sure there are at least three trusted admins to moderate the chat. Create a separate (private) chat for these moderators, so there's a space for people to support each other in response to questions or queries. Take turns to do the moderation.
2. Name the chat and use the header/description to make it clear what the chat is and why people have been added. Make sure that only admins can add members or access the invite link - turn off the group link in settings (there is no group link in WhatsApp). Be aware of where the invite links are posted, e.g. don't add private invite links to the Rebel Toolkit - spammers will find these and join your group chats.
3. Create a [group agreement](#). It is up to your group what rules you agree to, but it is best to ensure these rules are agreed to in advance. It also helps for rules to be the same on all platforms you are using to communicate. Ensure that when people sign up to the group they are pointed to the group agreement so they know what they are agreeing to, or that they are shown it before joining the group. Link the group agreement from the chat header/description
4. Welcome newcomers. Answer questions and make sure people feel heard. Regularly remind everybody of chat etiquette. Chatting informally to build momentum in the public chat is best done from personal accounts, rather than anonymous admins.
5. Block and report spammers. See [here](#) for how to manage spammers in Telegram.
6. Avoid posting sensitive action info, naming organisers or any info which can later be used as evidence. Also be aware that infiltration is common on open chats, so don't share anything that can be used against people as evidence.
7. If a member of the group keeps posting off-topic messages or dominating the space respectfully ask them to stay on track, or switch to a more suitable channel. Create another space for them to be heard. If they continue, follow up with a direct message, or ultimately consider blocking them from the chat with an explanation. Make sure that moderators follow the policy and are ready to be challenged and justify removals.
8. If people leave the chat in response to a post, this is a sign of overheating - slow down, pause and reflect.
9. Follow a 'two strikes and you're out' policy. On the first occasion of 'misbehaviour' an admin should remove the person/people from the group, private message them to explain

they have been removed, and calmly explain why (citing the rules you have agreed to). On the group chat itself that they have been removed from, explain that you have removed them from the group and why. If you have a group agreement in place most people will know the policy and know what will happen if there is bad behaviour on a group chat. You may decide in your group on a zero-tolerance policy for some misbehaviour.

10. Give the removed person a cooling-off period and discuss re-adding them to the group provided they are willing to follow the group agreement. Ideally, if the person is happy to apologise, and wants to be added back into the group then you can add them back in, on the basis that there is only one more chance. As we said, if this is covered in the group agreement policy in advance, and everyone knows what happens in a bad behaviour situation, then nobody should be upset about this. Once that person has been let back into the group, admins should ensure that ongoing conversations are monitored and enforce the 'two strikes and you are out policy'. If necessary, you may need to remove them from the group conversations permanently, and you may also want to assess whether or not you want them involved in the XR Local Group, Community Group, or Working Group at all.

Chat Etiquette for XR Group Chats

Here are a few Chat Etiquette Guidelines that are being used in XR Group Chats whether on Mattermost, Signal, Telegram or WhatsApp:

Mattermost Moderation Guidelines

You could copy and paste this as the basis of a group agreement on your chat - edit it to your requirements.

XR Chats Guidelines

☐ Be clear about the purpose of the chat and how people join (private invite only or by public link). Add this info to the chat description. Be aware of where the invite links are posted, e.g. don't add private invite links to the Rebel Toolkit - spammers will find these and join your group chats.

☐ If using Telegram, pin key messages and keep them updated. Or for other platforms put an info link in the header.

☐ Make sure you have several admins and moderators; preferably a small group who can support each other and make sure the chat is well moderated and kept up to date.

☐☐☐ Welcome newcomers. Answer questions and make sure people feel heard.

☐ Avoid posting sensitive action info, naming organisers or any info which can later be used as evidence. Also be aware that infiltration is common on open chats, so don't share anything that can be used against people as evidence.

☐ Keep messages short and link out for more info (unless it's a discussion thread). Take forward any issues via direct message or temporary small group chats.

☐☐☐♂ Block and report **spammers**.

☐ If a member of the group keeps posting off-topic messages or dominating the space respectfully ask them to stay on track, or switch to a more suitable channel. Create another space for them to be heard. If they continue, follow up with a direct message, or ultimately consider blocking them from the chat with an explanation. Mattermost **Off-Topic channels** are ideal.

□ Answer questions and make sure people feel heard.

□□ If people leave the chat in response to a post, this is a sign of overheating - slow down, pause and reflect.

♻️ Remind each other of chat etiquette, especially newcomers.

Telegram: How to remove spammers

Spamming can be an issue with Telegram chats.

If the invite link to a Telegram group chat is public, then anyone can join!

If members can share the group's invite link, it can end up anywhere!

If you receive direct messages [DM] from random people on Telegram saying things such as, 'Hello' or 'Hello, what are the XR groups doing?' or similar - simply report, block and delete immediately. If you engage with a random DM then you'll find yourself in a conversation, the spammer will try to engage you for as long as possible resulting in either asking for money, help with transferring funds or something along those lines.

If you have a spammer in your chat you will want to:

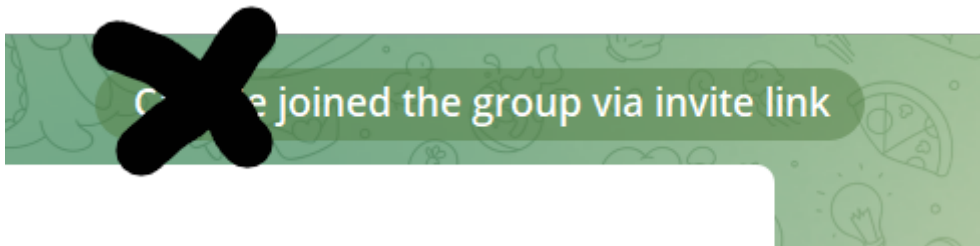
1. remove them from the group chat
2. delete all of their messages
3. report them to Telegram (although it's not known if this has an impact).

Some spammers will join the group and quickly change their name to stop you from finding and removing them, so try to complete this process quickly. You can follow the steps below either on a phone or on your laptop/desktop

1. You need to be an admin

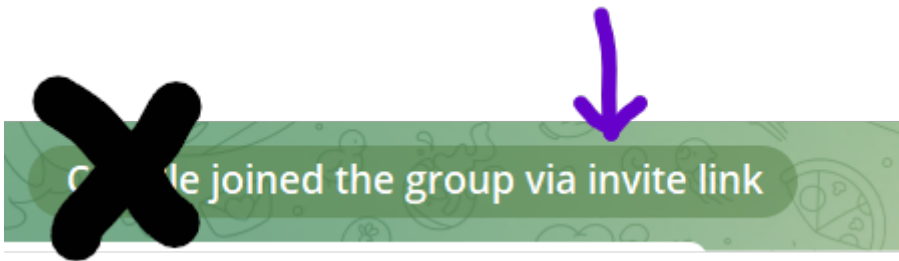
Please share the workload by making other trusted rebels admins.

2. Find where the spammer joined the chat via the invite link

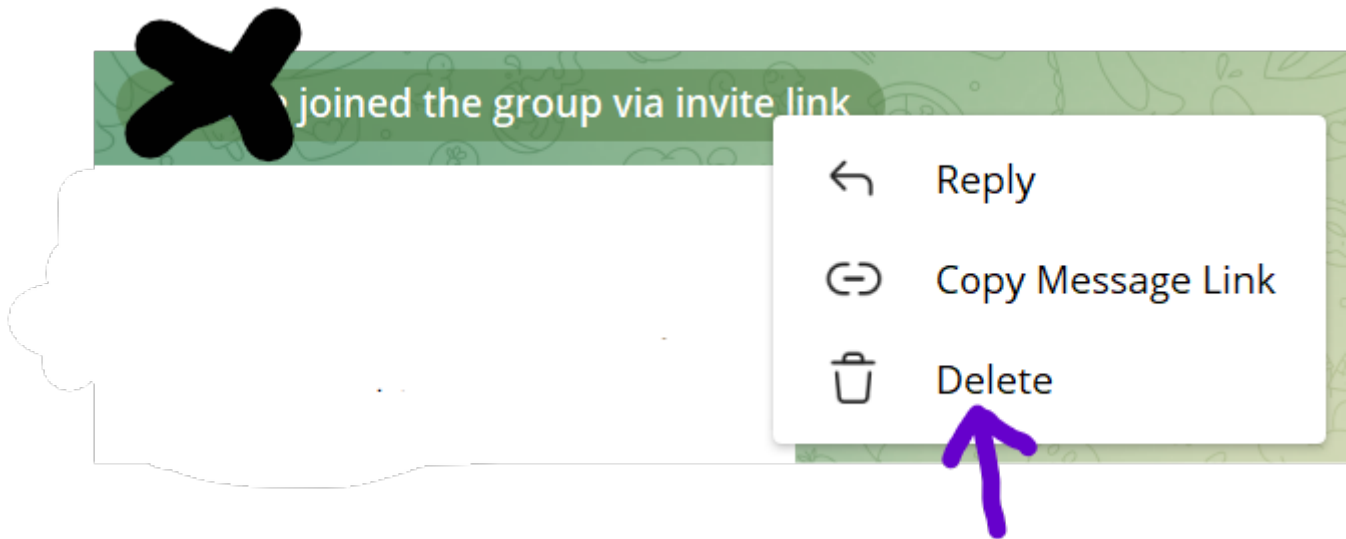


3. Right click

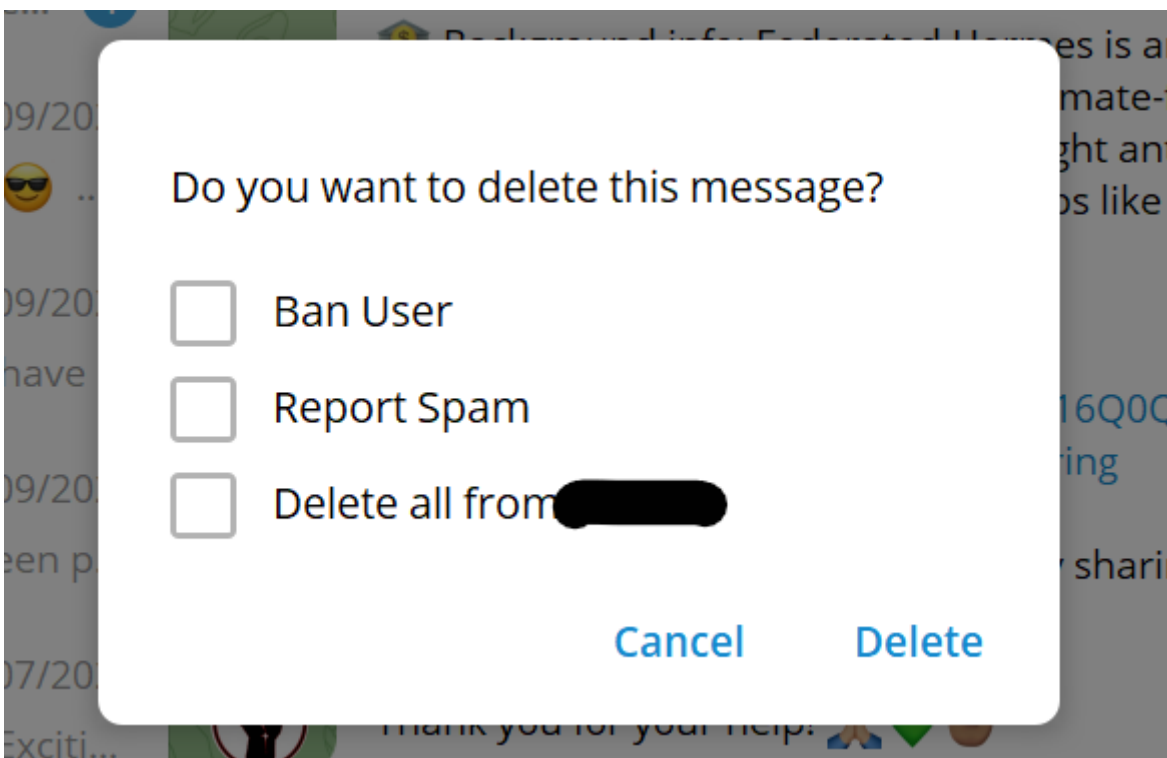
- **On a phone** - tap to the right of their name on the words 'X joined the group via invite link'.
- **On a computer** - right click on the words 'X joined the group via invite link'.



4. Select "delete"



5. Select the 3 tickboxes: Ban user, Report spam and Delete all



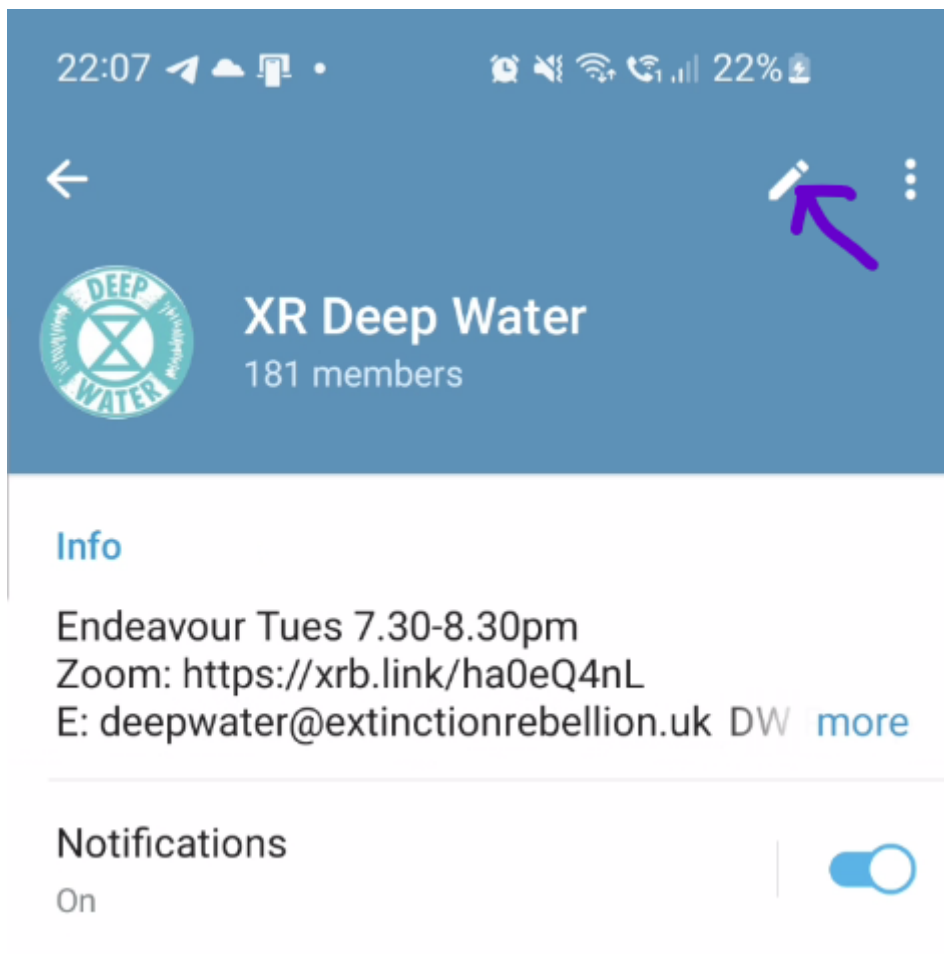
If you simply search for a spammer from the member's list and block and report them from there, that only blocks / reports the spammer for yourself rather than the whole group and it also doesn't delete any spam messages they may have posted.

6. Revoke the current invite link

You can revoke the current invite link so more spammers can't use it and create a new invite link to be shared with only trusted rebels

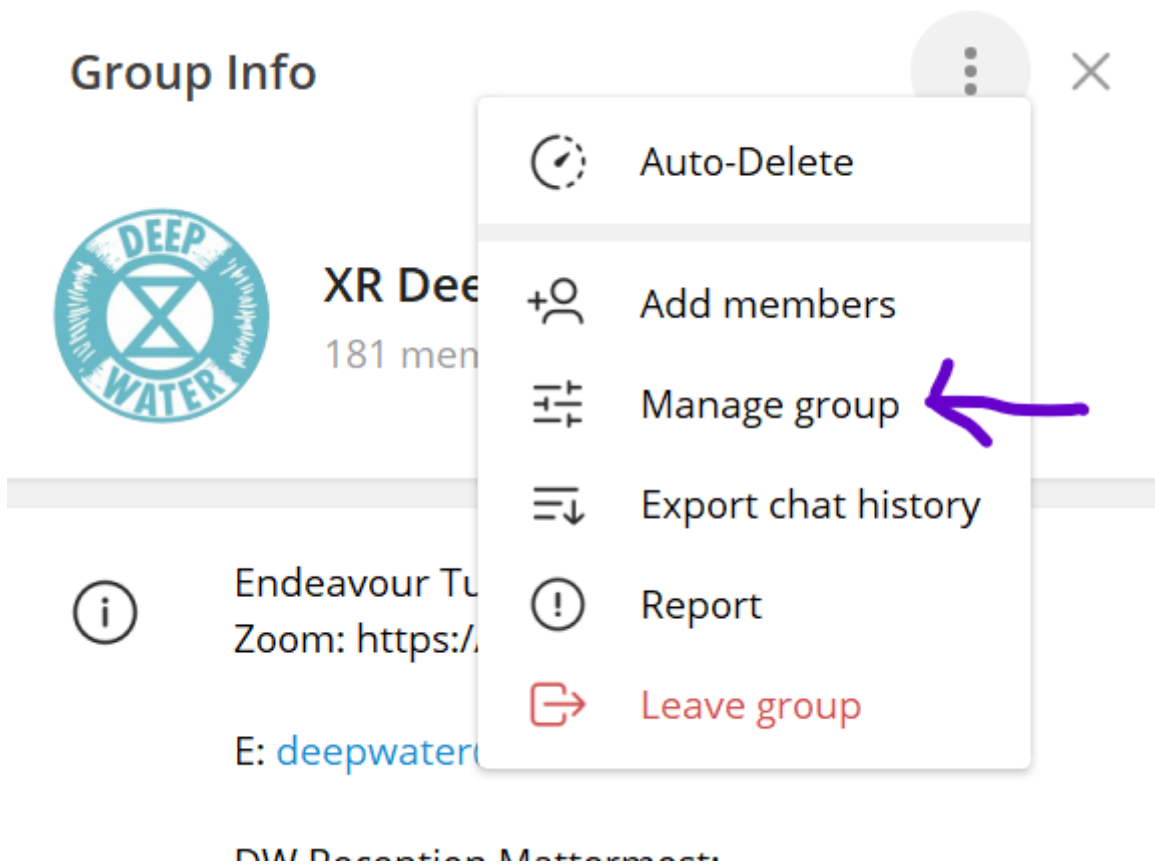
On a phone:

- tap the name of the group and then select the pencil icon



On a computer:

- select the 3 dots and then Manage Group



- select Invite Links
- select the 3 dots to the right of the current Invite Link (it will be called Primary Link on a computer) and choose Revoke Link
- Create a New Link then share that with trusted rebels

7. To change permissions to prevent more spammers adding more spammers

So spammers can't add more spammers/bad agents to your group, select Permissions and switch off 'Add Users'

Template Group Agreement

‘Chat burn out’ is a very real thing, something well studied, and ensuring discussion is kept out of chat, and chat is kept out of discussion takes work.

This is important work, as it keeps our communication and knowledge synthesis environments healthy, enjoyable and productive.

The basics

- Adhere to XR's [Principles & Values](#)
- No spamming
- No racism, sexism, hate speech
- No pornography or violent imagery
- Don't randomly add people to the channel without consent
- Don't post the first names or contact details of anyone without their consent
- Be excellent to each other!

Moderation Policies

Two Strikes policy

Posts that are harmful/destructive in nature (for instance, advocating violence) and posts that breach the [Principles & Values](#) will fall under a Two Strikes policy. This involves a warning and explanation, with a further overstep resulting in the person being removed from the chat.

Examples:

- Racist, sexist or posts of a harassing nature
- Ad hominem attacks- Posts that breach the [Principles & Values](#) (for instance advocating violence)

Three Strikes policy

Posts that are considered spam, trolling, or aim to co-opt support, will fall under a Three Strikes policy. This includes posts that use the @all or @channel or @here notifications, as is posting the same message across many channels (cross posting). Adding rebels to groups or channels without

their permission is also considered spamming.

Posters that advertise personal projects or call for rebels to join movements outside of XR also apply. As will apparent trolls.

Examples:

- Posts calling for XR rebels to join other movements.
- Posts espousing denial of climate and environmental sciences.
- Posts to multiple channels that do not fit the purpose of the chat.

Off topic Policy

Off topic posts are reasonably inevitable. However should chatter start around such an off topic post, it can quickly add noise to a channel, and so stressing our communication streams. Authors of such posts need to be gently encouraged to take their topic to a more appropriate channel.

Messaging Apps: Broadcast Channels

Broadcast-only channels are for sharing key information to your group and supporters, to mobilise people to attend actions, events and training.

This page offers guidance in setting up, running, and creating messages for a broadcast channel

Setting up a broadcast channel

- Consider setting up a broadcast channel only if there's a strong need for it. Does your team have the capacity to moderate the space and a process in place to generate content for the channel?
- Be aware of the channel's place in the wider movement and the issue of comms overload. Less is more. Encourage your group to follow the Rebellion Broadcast and the Movement Broadcast (for key XRUK info) to help reduce communication overwhelm.
- Set up a "Request Channel", for people to request messages to be sent out on the broadcast. This can be via a dedicated email address, DM-ing the Broadcast coordinator, or having an open channel (typically on the same platform as the broadcast) where people can put their requests. The system needs to be communicated to your group so it's clear how to use it.
- Manage expectations by giving criteria for what will get broadcast.
- Assign a coordinator to process messages.
- If multiple people are involved in running the channel, set up a private chat for the editing team, where you can draft, review and approve messages before they go out.
- If you are using Telegram, consider [syncing it to Mattermost via a bridge](#) to serve both platforms.

Using a broadcast channel

- Limit the number of messages and have a balance of content. Plan a flow of broadcast comms that is mindful and doesn't overwhelm the chat - stagger them over a period of time in the run up to an event.
- Work in conjunction with XRUK's Broadcast team, to ensure that the schedule and content works with the UK broadcast channels.
- Have a broadcast communication plan and build up to events as part of a wider strategy.

- Leave time for your message to land (usually 2 weeks, 1 week minimum to promote an event). Last minute calls-to-action do not necessarily reach everybody and can be counterproductive.
- Don't share messages elsewhere before they've gone out on your main broadcast channel. It reduces the likelihood of mistakes being shared and it can be confusing for people to receive different versions of the same info.
- Top tip: if you're using Telegram, you can share the link to a Telegram message. Right-click on the post and click 'Copy Link', then post this link in your chat. This can help steer folks back to the your main broadcast channel.

Facebook Events

This page will teach you:

- how to create an event
- how to make another page a co-host for your event
- how to add an existing event to your page

For help using the rest of Facebook, head over to the [Facebook page](#) of the Social Media book

Create a Facebook event

Get your cover ready

Check [this folder](#) in case the cover you need is already there. Best to use something that already exist than reinvent the wheel!

If you feel crafty, head to [Viz Gen / Aktivisda](#) to create your cover. The correct Facebook event photo size has the dimensions of 1920 x 1005 pixels (a 1.91:1 ratio, or about 2:1).

☐ Good practice: centre your title so it looks better on the events menu (as shown below), avoid writing too much text (your text should be inside the event, not on the cover), make sure your text is easy to read (use a simple background, pick contrasted colours, for example black on yellow or white on dark blue).



SUN, 24 SEP AT 14:00 AND 2 MORE
DISABLED REBELS NETWORK ~
Event by XR UK Talks & Trainings



FRI, 15 SEP AT 18:00 AND 2 MORE
Fridays for Regenerative Future
Event by XR UK Talks & Trainings



SUN, 17 SEP AT 10:50
Introduction to Meetings Traini
Event by XR UK Talks & Trainings



MON, 2 OCT AT 19:00 AND 2 MORE
Fundraising Guidance for Local
Event by XR UK Talks & Trainings



WED, 4 OCT AT 16:15 AND 2 MORE
Self-Organising System (SOS) -
Event by XR UK Talks & Trainings



WED, 20 SEP AT 19:00 AND 6 MORE
Heading for Extinction Talks
Event by XR UK Talks & Trainings

Start creating your event

Watch the [step by step tutorial](#) or follow the explanations below:

1. Switch to your page profile then go to your landing page (click the Facebook logo). [Click here for a reminder on how to do this.](#)
2. On the left-hand side column, click the "events" button.
3. Click the blue button "+ create new event".
4. Add your cover icon.
5. Give your event a catchy name (make it self explanatory, for example: XR Manchester Weekly Meeting).
6. Set up a date and time (recurring events will be explained below), don't forget to add an end time so people will know how long your event is.
7. Select "in person or "virtual"
 - if it's in person, you can add an address ("add location")
 - if it's virtual, you can add a link in "external link"
 - in both cases, it's safer to repeat this information in the description of your event.
8. Write the description ("what are the details"):
 - What should people expect from this event? How to join? Will there be food? Is it accessible? Should they bring something?
 - You can add emojis to create a better reading experience (but don't abuse them) by copy/pasting them from an outside source (Telegram, Word, an [emoji bank...](#))

Recurring events

If you have regular meetings, you might want to set up your event as a recurring one to avoid having to create a new event each time.

Select "repeat event" in the menu.

Then select a frequency in the drop down menu.

If your event happens fortnightly, select "custom".

Now select all the dates when your event will happen.

If your event always happen at the same time, add the time to the first date then tick the box "Add this time to all dates", then click "add". Otherwise, add the times for each dates separately.

Co-hosting an event

Add a co-host to your event

A co-host is another organisation or local group that is co-organising an event with you. They will be able to modify your event, so make sure you're only adding trusted pages as co-hosts.

When you're in the process of creating an event, scroll down a little after writing your description and click "add co-host".

Write the name of the page(s) you want to add (for example: Extinction Rebellion UK) or their username (in that case: xrebellionuk).

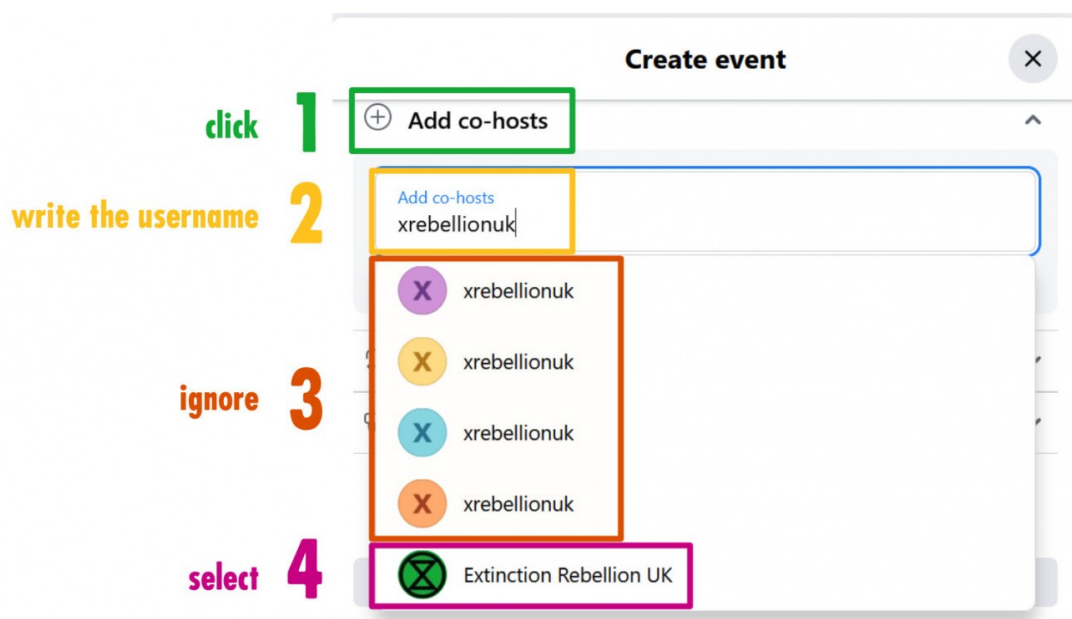
A username is a unique name you will find when visiting a Facebook page and looking at the URL. It's what goes after facebook.com/

- <https://facebook.com/xrmidlands/> [] username = xrmidlands
- <https://facebook.com/xrUKTalksandTraining/> [] username = xrUKTalksandTraining

Some pages have not yet picked a username so they will have numbers as well in their URL.

[] If you often create events with the same co-hosts, make yourself a spreadsheet with their usernames so you only have to copy/paste them instead of writing down the name of each page every time.

⚠ Be careful of selecting the right page. Sometimes Facebook is a bit cheeky and will pop a list on your screen (it might be a glitch, it could be fake pages too), as shown below:



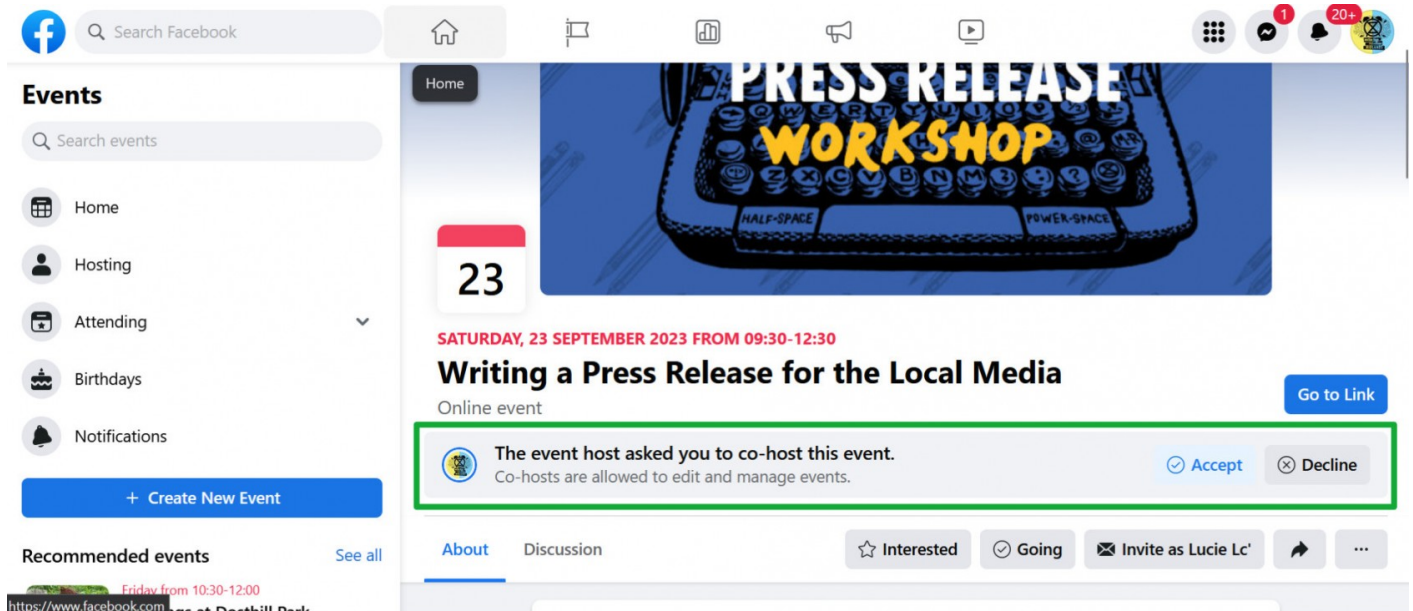
1. Click add co-hosts
2. Write the username or name of page
3. Ignore the pages without the proper logo
4. Only select the page showing up with the proper logo
5. Repeat to add more co-hosts

Accept a co-host request

If you're lucky, you'll see a notification pop up on your page's profile if you are asked to co-host an event. Sadly that's not always the case. This is a glitch within Facebook.

When you send a co-host request to a page, copy the link of your event and send it via private message (or email, or via a chat if you know one of the admins). This way they will definitely be aware of it.

If someone sends you a co-host request, it'll look like this:



You can then click "accept" or "decline".

Add an existing event to your page

If you've spotted an event you'd like to advertise on your page but you haven't been made a co-host, watch this [step by step video tutorial](#), or read the explanations below.



Head to the event you'd like to add, then:

1. Click the 3 little dots on the right-hand side
2. Click "add to page"
3. Check it's being added to the right page then click "add event" to confirm

Documents

Which document platform to use

Google Docs enables you to share information in a fluid and integrated way with others, including taking comments and suggestions. Remember to make final versions "View Only" so they can't be changed.

However, it is not secure for sharing sensitive information.

[Cryptpad](#) is a shared document app similar to Google Docs but far more secure, especially if used with a password (but it is not as user friendly). Use Cryptpad for any restricted information like plans or lists of participants, and always save these with a password.

Document Format & Structure

- See [Accessible documents & outreach materials](#)
- **Add Document Specs** (aim, date and origin of the doc) at the top of your documents. It makes clear to everyone reading what the doc seeks to achieve and prevents docs being circulated that spread misinformation. See below for a template
- Karla is the preferred sans serif font
- For titles use XR's [FUCXed CAPS](#) if you can install it. This isn't possible in Google Docs, so use Oswald instead.
- For important documents that will be circulated publicly, use the [Style Guide](#) for guidance on formatting, sizing of graphic design visuals etc.
- Make the name of the doc clear and different to other docs.
- Keep it short - rebels are overloaded with information!
- Put key information (date/time/call to action and chat links) at the top and link to further sections below.
- Do not include spicy information or implicate organisers.
- Have a clear layout and use engaging images (from the campaign).
- Use [short links](#) to reduce the length of the URL when linking the doc

Document Specs template

Try to include as many of these as you can at the top of your docs, but not all are compulsory. E.g. If the status of a doc is 'finished' (and is for an event/specific rebellion) it may not always require a timeline.

Date Created: DD/MM/YY

Author: Name and role

Contributors: Names and roles or groups / circles

Stakeholders: Names and roles or groups / circles

Intended distribution: Groups, circles, people - or "Do not share!"

Status: FINISHED/DRAFT/IN PROGRESS/Safe enough to try

Purpose: To do this, that or the other

Timeline: For this week/that month/that duration

Feedback: Please use comments/email mail@mail.mail

Style Guide

When information is consistent in visual appearance, language and formatting, it is easier to understand and disseminate. It becomes instantly recognisable as the XR voice and it fits within the wider context of the movement, lending it strength.

Design

See the [Design Programme](#) for fonts, logos, colours, images, icons etc.

Be consistent in the name and image used for the event/action across all platforms.

Accessibility

Consider accessibility: It is key in reaching as many people as possible and growing our movement. Mention where people can find out more about physical accessibility.

Write for a teenager for whom English is second language. Keep sentences short and use plain English, not academic terminology. Don't assume knowledge, for example make clear what abbreviations stand for.

See [Accessible documents & outreach materials](#) for advice on making your communication accessible, including for considering colour blindness and dyslexia.

Banner Images

E.g. for social media posts and messaging apps

- Use [Fucxed Caps](#) (the main XR font)
- Colour scheme: use colours from the [XR Design Programme](#) (this can include different shades of one colour).
- Limit the words in a visual banner. Put a short title only into the image. Text in images is not fully accessible. Keep the design clean and readable.
- Use one font size for the banner design (or two max). Keep it simple and clear.
- Centralise the text in the image
- Use a consistent margin around the edge of the image for breathing space, so that the text or logo doesn't sit on the edge of design.

- Check the image and text is in focus. Do not use it otherwise!
- Avoid too many overlays of images or text as it can be overwhelming.
- We advise using black or white text on a background colour for contrast and clarity. Make it clear.
- Consider dimensions (see below).

Spelling and grammar

This may not matter for some people, but for the rest, it is enough for them to abandon reading our posts. And for many it's simply good manners.

When writing anything as XR, avoid:

- Spelling errors
- Grammar mistakes

Commonly misspelt words:

- Citizens' Assembly; plural - Citizens' Assemblies
- People's Assembly; plural - People's Assemblies
- De-escalation
- Nonviolence, nonviolent
- Wellbeing
- Campsite
- Any more (with a space)
- X-year-old
- XRUK (the hive and its subcircles, as opposed to "XR in the UK", which includes all the nations, regions, local groups, community groups, and so on)

Know the difference between:

- Their, There and They're
- It's and Its
- Lose and Loose
- To, Too and Two

Use apostrophes accurately or don't use them at all.

Time

- Use a 24h clock or specify am/pm or AM/PM
- Include a colon, e.g. 17:00 or 05:00pm

Messaging app messages

General

- See the [Rebellion Broadcast](#) or [Movement Broadcast](#) Telegram channels for examples of well-formatted messages
- Keep messages short. Link out to further information.
- Use **CAPS in bold** for the title of the message (caps *and* bold because bold doesn't always work when messages are shared-on to other platforms)
- For broadcast posts write like you are XR, not your individual voice.
- A broadcast post will get shared across different platforms so make sure the context is included (date/name of event) and it says XRUK rather than 'we' or it won't be clear where it's from.

Headings

Put the message title in CAPS. Putting the title in bold or framed by emojis doesn't translate well when it's shared across channels (eg. from telegram to signal or phone to laptop view)

Links

- Use [XR's link shortener](#) to make links shorter. (You'll need a Mattermost account to create XR short links. If you don't have one use [TinyURL](#).)
- Put weblinks on the next line after the text/colon: this is for accessibility as it's easier to read.
- Don't use direct (embedded) links on Telegram, share the full hyperlink instead. (Messages are often shared-on to other platforms, which may not support linking.)
- Close linked windows (the cross in top right corner of the message) to reduce the message length and make a neater visual.

Images

- Don't use an image unless it's a good one, clear & dynamic with high contrast.
- The dimensions for using an image on Telegram are 1920 x 1005 (the same proportions as a Facebook event header)
- Keep it simple. One image is advised for the best effect - landscape. If you don't have a strong image then no need to add one.
- Attach an image to the message, rather than posting it before on its own. It will otherwise get lost when messages are forwarded.
- In Telegram, if you have multiple images you can attach them straight to the message and they will automatically form a grid.
- For collages, max 5 images per collage (as a general rule of thumb), otherwise it risks being cluttered. A single image can sometimes be more striking

- Aim for clear images (remember most people will view on their phones)

Example images



Emojis

- Limit the use of emojis. Less is more! Be inclusive in your message format. The visual is as important as the content.
- Don't frame a message title with emojis or use emojis at the end of a line. The emojis often jump lines when the message is shared to different devices or platforms (Android or iPhone, Signal or Telegram, phone or computer) and can end up looking messy.
- Just use one emoji at the start of the title, if you're going to use them, and try to colour-coordinate with the header image
- Use one space between image and emoji.
- Consider inclusivity when using emoji skin colours for hands etc. If you want to find more Telegram emojis including additional skin tones [check out emojiopedia](#)

Lists

- Precede lists with a colon
- If lists need to be displayed (ie items on separate lines), consider using a bullet, asterisk or emoji before each item.
- If each item is in complete sentences, end with a full-stop. Otherwise, no punctuation at end of item except for a full stop at the end of the last one

- For in-line lists, separate items by commas; avoid Oxford commas (comma after penultimate item, preceding an 'and').