Email Policy

## Objective

This policy provides XXXX employees with effective, consistent standards for the use of the electronic mail system (e-mail) provided by the company.

## Scope

This policy applies to all employees of XXXX at all locations,

## Procedure

All electronic communications and stored information transmitted, received or archived in the company’s information system are the property of XXXX. The company reserves the right to access and disclose all messages sent by e-mail.

### Content of e-mails

Following are guidelines employees should observe for the content and distribution of company e- mails:

1. E-mail to a client should follow the same formality as a business letter. It should be treated as a formal document with proper business standards being followed. Spelling, grammar and punctuation should be checked.
2. E-mails transmitted for internal business should follow the chain of command. Do not copy or jump management levels unless absolutely appropriate.
3. E-mails should be composed of appropriate workplace language. Employees are prohibited from sending abusive, harassing, threatening or ethical-oriented messages, even in jest.
4. Employees should use common sense about what an e-mail says or to whom it is sent. E-mails may be read and transmitted by recipients not intended by the sender. E-mail communication should not be considered confidential or private. A good rule of thumb is never to write anything in an e-mail that you would not want to become public knowledge.
5. All e-mail messages intended to be sent to “All Employees” must have the prior approval of Director of Operations, COO or CEO.
6. Employees should review all e-mail messages before they are sent for clear meaning and correct tone. Make sure they convey the intended message without the tone of your voice or facial expressions to add meaning.
7. Employees should think before sending e-mail to more than one person. Respect other employees’ time, and consider whether additional people really need or want to see the message.

### Good housekeeping rules for company e-mail

Storage space on XXXX computer systems and networks is limited. It is critical for employees to follow good e-mail housekeeping practices:

1. Create folders for received and sent messages. Use folders to save important information, but make it a regular habit to review all folders and delete old or outdated material. Delete unimportant messages as you read them.
2. Keep your “in” and “sent” boxes clean. Purge e-mail files every 90 days for Care Center accounts and 180 days for all Administrative accounts.
3. Do not save multiple copies of e-mail threads. Only the last e-mail in a thread needs to be saved. Do not reply with attachments or use “reply all” unless the response requires it.

### Professional courtesy and business etiquette

Employees using XXXX e-mail system should employ professional courtesy and business etiquette when transmitting messages:

1. Always use a short informative subject line. This gives the receiver some indication of the importance of the message.
2. Be careful when using sarcasm and humor. Without the personal interaction, jokes could be viewed as criticism.
3. Do not type in all caps, and keep paragraphs short and concise. Sign all messages.
4. When possible, keep the message focused on one subject per e-mail.