



E- Mail Guidelines for Board Members

General

The e-mail system is provided as part of the ADSAB communications infrastructure.

Every Board member and every staff member has an e-mail address. Staff are expected to check their e-mail each day they are at work.

Management staff are expected to attempt to access the e-mail system when out of the office and not on vacation if this is feasible.

E-mail is the primary and preferred method of communication when direct face to face communication is not possible. If the e-mail system is unavailable then telephones and faxes may be used.

E-mail should not be used for emergency situations. Use the telephone. Do not rely on faxed messages in an emergency.

E-mail should not be considered private. ADSAB does not routinely review e-mail but has the technical capacity to do so. ADSAB can not guarantee security of email messages.

E-Mail must not be used for issues of a confidential nature.

Hints on Using E-mail Productively

The following points should be followed when using the e-mail system:

Sending an E-mail

1. Send the e-mail to the person who you wish to respond to your request or who you feel should know the information which you are providing. This is normally a single individual.
2. In some exceptional situations an email may be sent to a group if a group decision is required.
3. When sending e-mail to a group ensure that you know who is in the group. You can confirm the membership for a group by highlighting the group name and clicking on properties.

4. CC or copy those other persons who you feel need to know of your request or who you feel should be aware of the information you are providing.
5. In the Subject line state the issue in one or two words which convey to the recipient what the issue is.
6. In the text of the e-mail state your issue, the situation or the question clearly and concisely.
7. If there are several unrelated issues send separate e-mails on each issue. This allows the recipient to deal with each issue separately when they are able to do so.
8. If there are several different aspects of a single complex issue set these out in point form in the text of the e-mail. Leave a space between each point.
9. Keep your statements short, factual and relevant to the stated subject.
10. Ensure that your request is clear and not ambiguous.
11. Read your e-mail before you send it and use the spell check feature.

When responding to an E-mail

1. When replying ensure that the normal chain of command is followed. If a request should normally have been sent to someone else forward the e-mail to that person and cc the original sender.
2. When replying you must decide whether to reply just to the sender or to reply to all. Reply to the sender if those copied are unlikely to need to know how the issue was settled. Use the reply to all option if you want the original sender and all those copied to be aware of the response.
3. If there will be a delay in a response to a request reply as soon as possible setting out the reason for the delay.
4. If you will not be able to respond because you will be away from your e-mail system longer than three consecutive business days use the auto attendant feature.

To activate this feature:

At the In Box window go to Tools – Out of Office Assistant

Use the following text:

I am out of the office and will be returning on (specify date)

5. If the reply requires a group decision then reply stating the issue will be added to the agenda of that group. When possible indicate the next meeting date of the group.
6. Reply to all e-mails. Make the response as simple and clear as possible