

E-Mail Guidelines for Members

- (a) E-mails enable clear communication, especially for remote sites, disparate workgroups, flexible working arrangements and interdepartmental / organisational partnerships.
- (b) E-mails should not be used as a deliberate means of avoiding personal contact where one face to face discussion can avoid an exchange of numerous e-mails.
- (c) Limit the number of copies to those that are necessary.
- (d) Do not unnecessarily broadcast information widely. Constant bombardment of individuals by irrelevant or unsolicited e-mail is time wasting.
- (e) E-mails should be checked regularly or where this is not possible arrangements should be made for them to be redirected to the appropriate Party Group offices
- (f) Reply promptly to all e-mail messages requiring a reply. Where a prompt, detailed, response is not possible, send a short e-mail acknowledging receipt and giving an estimate of when you will provide a detailed response.
- (g) Do not unnecessarily print out and store hard copies of e-mails.
- (h) Do not either write in capitals as this can be perceived as shouting, or adopt a more aggressive tone in e-mails than you would in a face to face discussion and abide by the corporate standards for written communication.
- (i) E-mail and the Internet provide an immense and unprecedented way to communicate council messages. If authorised to use them, it is important to maintain clarity, consistency and integrity of the Council's corporate image and policy.
- (j) Do not attach long files or include graphics and logos if this is not necessary.
- (k) Members should regularly delete or archive files no longer required or needed for immediate access.
- (l) Summary checklist
 - Is e-mail the best way to communicate this message?
 - Think before you write.
 - Use the spell check facility
 - Think before you print.
 - Only copy in people who you would be prepared to talk to about the subject.
 - Re-read before you send.
 - Delete or electronically file/archive e-mail as soon as it is dealt with.