

E-Mail Guidelines for Members of Berwick St John Parish Council

- (a) Do not assume that the recipient will read an email immediately, if the matter is urgent follow up the email with a phone call.
- (b) E-mails enable clear communication to several people at once, but are subject to the Freedom of Information, therefore please ensure that only relevant facts are sent by email.
- (c) 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.
- (d) Limit the number of copies to those that are necessary.
- (e) Do not unnecessarily broadcast information widely. Constant bombardment of individuals by irrelevant or unsolicited e-mail is time wasting.
- (f) E-mails should be checked regularly.
- (g) 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.
- (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) Do not attach long files or include graphics and logos if this is not necessary.
- (j) Summary checklist
 - Is e-mail the best way to communicate this message?
 - Think before you write.
 - Use the spell check facility
 - Only copy in people who you would be prepared to talk to about the subject.
 - Re-read before you send.