EMAIL POLICY

This policy supersedes the Email Policy issued on 18 July 2012.

Email address eligibility

Each person with a contract exceeding one month in duration is entitled to a UNFPA email account. This includes everyone with permanent, fixed and temporary appointments, Special Service Agreements, interns, or other types of contracts. Users with a contract less than one month in duration is not entitled to a UNFPA email account. Anyone separating from the organization will retain access to their email address for a period of one month upon leaving. Exceptions in the interest of UNFPA may be authorized by the Administration.

I. POLICY

UNFPA email correspondence is considered an official form of communication.

This policy provides users with technical guidelines for permitted use of the UNFPA email system and details how to ensure the system remains secure from unauthorized access. It also outlines email protocols to ensure information is shared within the organization in the most appropriate, systematic and effective manner.

The policy covers email being sent *from* and *to* all personal computers, servers, laptops, tablets, mobile phones, digital scanners and any other devices or resources capable of sending or receiving email.

The policy establishes the following:

- Broadcast email (sent to all UNFPA personnel) is restricted to urgent communication.

- Authority and ability to send broadcast email is limited to the members of the Executive Committee and to divisions/offices/functions that deal with urgent or time-sensitive matters.

- Individual units are not authorized to send emails with policy implications. All policies must be developed, approved and according to the UNFPA Issuance Policy.

- Whenever possible, broadcast emails should be disseminated in English, French and Spanish.

- All non-urgent information for general distribution to all UNFPA personnel should be disseminated through the myUNFPA platform.

- All email sent via UNFPA-owned channels is subject to the ownership, rentention, monitoring, accountability, security procedures and ethical behaviour approved by management. These include:

Ownership
UNFPA owns its email system, messages generated or processed by the system including backup copies, and the information contained therein. Although users receive an individual email account, emails or its content and resources remain the property of the organization.

Retention
All emails sent and received by UNFPA are backed up and saved for a period of ten years. Emails can be recovered at the request of the user through the Integrated Service Desk. For separated staff, all messages, including backed up messages, are deleted one month after the separation date.

Monitoring
UNFPA monitors the content of email to resolve problems, provide security, or investigate activities. Consistent with generally accepted business practices, UNFPA collects statistical data about its technology resources and technical staff monitor the use of email to ensure ongoing availability and reliability.

Accountability
Email messages are official communication. They should be treated in the same manner as other types of communication including handwritten, type-written, printed, photographed, or other formats of information. Users may be subject to loss of email privileges and or disciplinary action if found to be using email contrary to this policy. Guidelines on appropriate and inappropriate use are outlined below.

Security
Users must maintain the confidentiality of passwords, regardless of the circumstances, and never share or reveal them to anyone. Electronically transmitted information travels through many networks, and many different computer connections. It is important to be aware that unless encrypted, email is not secure, and may be read by others. Users must contact Management Information Services (MIS) with queries regarding the security and appropriateness of information sent via email.

Ethical Behaviour and Responsible Use
UNFPA provides email to users to facilitate business communication and assist in performing daily work activities. Therefore, email users must practice ethical and acceptable behaviour as outlined in Annex I: Email User Guide.

II. PROCEDURES

The authority and ability to send organization-wide (all-UNFPA personnel) broadcast emails to communicate urgent or time-sensitive information is limited to:

Members of the Executive Committee
Broadcast messages may only be sent from the individual accounts of the Executive Director, the Deputy Executive Directors and other members of the Executive Committee.

In addition, broadcast emails may be sent from the divisions/offices/functions that deal with urgent or time-sensitive matters, including:

Office of the Executive Director (OED)
OED reserves the right to disseminate broadcast messages at its discretion. Examples of these are PPM updates. All broadcast messages must be sent from the dedicated email address oed.office@unfpa.org.

Office of the Security Coordinator (OSC)
The Office of the Security Coordinator has the right to disseminate broadcast messages related to emergency or other security-related situations. Broadcast email messages sent by the Office of the Security Coordinator will be sent from the dedicated email address: osc.office@unfpa.org.

Management Information Services (MIS)
Management Information Services has the right to disseminate broadcast messages when dictated by urgent circumstances, including anticipated disruption of email or other essential services. Broadcast messages will be sent from the dedicated email address: mis.office@unfpa.org. MIS is the Directory Administrator (directory.administrator@unfpa.org) and is responsible for ensuring email functionality.

Division of Human Resources (DHR)
The Division of Human Resources has the right to disseminate broadcast messages when dictated by urgent circumstances affecting UNFPA personnel. Broadcast messages will be sent from the dedicated email address: dhr.office@unfpa.org.

Vacancy Announcements will be sent to all UNFPA personnel from the dedicated email address: vacancy@unfpa.org.

Non-urgent communication, such as training information or PAD deadlines, must be posted to the Announcements section of the myUNFPA platform.

Humanitarian and Fragile Contexts Branch (HFCB)
The Humanitarian and Fragile Contexts Branch of the Programme Division has the right to disseminate broadcast messages related to urgent humanitarian emergencies. All broadcast messages will be sent from the dedicated email address: hfcb.office@unfpa.org.

Media and Communications Branch (MCB)
The Media and Communications Branch of the Information and External Relations Division has the right to disseminate broadcast messages related to media and communication matters. Examples of these are press releases or media advisories, requiring immediate and timely dissemination. All broadcast messages will be sent from the dedicated email address: mcb.office@unfpa.org.

All broadcast messages must provide a clear, concise description of the content in the subject field, links to any related information, and include the name and contact detail of a focal point should the reader require further information.

Alternatives to broadcast emails
Non-urgent communication should be disseminated using the channels of communication available on the myUNFPA platform, including: Announcements; Calendar events; User Directory Groups; Fusion; and Microsites. For details on these targeted options for communication within UNFPA, as well as email protocol, see Annex I: Email User Guide.

Email signature
Email accounts created for new staff automatically include the standard UNFPA email signature, including the UNFPAs Master Narrative, logo and links to the UNFPA global website and Facebook, Twitter and Google+ channels. The standard UNFPA email signature is automatically inserted in all outgoing messages sent to external (non-UNFPA) recipients.

In addition to the standard UNFPA email signature, all UNFPA personnel are required to insert their own personal signature in outgoing messages addressed to internal or external recipients. The signature should include full name, title, city and country location, telephone number and facsimile number.

The UNFPA Master Narrative and logo are the only graphic elements to be used in the email signature. Other quotes, images or personal information of any type are prohibited.

Email Policy owners
The MIS Applications Development Manager is responsible for ensuring email technical functionality and the Chief of the Media and Communications Branch is responsible for ensuring relevance of content.

Change authority
The Chief of the Media and Communications Branch has the authority to change the email policy. The MIS Applications Development Manager and the Chief of the Media and Communications Branch can give exception waivers to it.

Annex I: Email User Guide

Ethical Behaviour and Responsible Use
UNFPA provides email to users to facilitate business communications and assist in performing daily work activities. UNFPA email users must practice ethical and acceptable behaviour as outlined below:

Ethical and Acceptable
- Communicating information directly related to the mission, charter, and work tasks of the organizationAnnouncing policies and procedures, services or activities of the organization
- Notifying staff of UNFPA-sanctioned events, such as social events or other approved activities
- Respecting legal protection provided by all applicable copyrights and licenses
- Refraining from sending emails to large groups unless absolutely necessary, as this can impact connectivity in field offices. To ensure group messages are not abused, use is limited.

The following behaviour is prohibited:

Unethical and Unacceptable
- Violating any laws or UNFPA policies or regulations (e.g. regarding sexual harassment, incompatible activities, or discrimination)
- Submitting, publishing, displaying, or transmitting any content that contains defamatory, false, inaccurate, abusive, obscene, pornographic, profane, sexually-oriented, threatening, racially offensive, discriminatory, or illegal material
- Compromising the privacy of staff or data and or using personal information maintained by the organization for private interest or advantage
- Engaging in activities for personal gain, performing personal business transactions, or other personal matters (e.g. gambling messages, unsolicited advertising, or chain letters)
- Intentionally propagating, developing, or executing malicious software in any form (e.g. viruses, worms, or Trojans - a Trojan is a program that appears harmless but hides malicious functions).
- Viewing, intercepting, disclosing, or assisting in viewing, intercepting, or disclosing email not addressed to you.

Composition and dissemination

It is the responsibility of each UNFPA staff member to ensure that all email messages adhere to best practices outlined below to ensure information is shared in the most appropriate, systematic and effective way.

Subject field

The subject field should never be left blank. It should:

- indicate content and purpose of the message;
- be as meaningful and descriptive as possible yet also clear and concise;
- reflect the content of the message – if you need to send emails about two separate subjects, send two separate emails;
- indicate any action required by the recipient (use ACTION) or, if no action is required, use FYI (For Your Information);
- never contain confidential information;
- remain the same throughout an e-mail thread. The subject title should only be changed if the content of the thread changes entirely from that of the initial message thread.

Address fields (TO, CC, BCC)

- In the 'To' field, list   the people you are directly addressing.
- In the 'CC' field, list   the people who are essential to the conversation or require the information to complete their work. When you are cc'd, respond only when you have commentary that will add   value and you know to be necessary to the ongoing conversation or topic.
- Copy the Executive Director, the Deputy Executive Directors and other senior managers with discretion. It does not imply an endorsement or agreement with your email. Do not copy them (or others!) on email threads or long emails without substance (e.g. thanking people for their email or acknowledging receipt – these should never be done using the 'Reply all' function).
- As a general rule, it is recommended that you copy your supervisor on emails. If you are sending an email about a new project or task, 'cc'-ing your supervisor creates an opportunity for their input at the outset. However, you should establish preferences directly with your supervisor. Some supervisors, managers or directors prefer to be 'cc'-ed while others prefer to be kept in the email loop only when absolutely necessary. Country Office staff should consider 'cc'-ing their representative when sending an email to the Regional Director; a Branch Chief at HQ should consider 'cc'-ing their Division Director when sending an email to a Deputy Executive Director.
- BCC should not be used. Individuals included in the BCC field are not visible recipients, and using BCC does not ensure transparency and accountability. If you want to copy a colleague on an email, do it in full view, by using the CC field.

Conversation and Collaboration (Reply, Reply All, Forward)

- Send group email only when the information communicated is useful to every recipient. Use the 'Reply All' button only when facilitating collective input and only when you have something of value to add. When you have information to share, be concise and suggest that colleagues email you for further details. When using 'Reply All', ask yourself "Does everyone need to know this information?'. Responses such as "Me too!" and "Thank you!" are not useful to group conversation and should be avoided.
- Use 'Forward' rather than 'Reply' when responding to an email that needs to maintain its attachments. This will ensure the attachment is transmitted with the email and remains accessible to the recipient.

Body of the message, structure and formatting

Keep it light!

- Not all country/regional offices have the capacity to receive or read large-size emails. It may be impractical for some colleagues to download a high-resolution photo or a large PowerPoint presentation. Be aware of this and keep your emails light enough for all colleagues to access, or offer an HTML version of your high-resolution email. You might consider using other online file-sharing tools such as Google Drive or myUNFPA channels to send hyperlinks to large files.
- If multiple attachments are necessary, write a short summary of each document to help your recipients know which is most relevant to them. This increases the chance your work will be read. Never assume they will read the files and take action on their own. If you want a concrete outcome based on the attached files, be explicit. Use clear and concise language, and ask for concrete follow-up in your email, attaching a timebound deadline. For emphasis, use asterisks or bold formatting to emphasize important words. Do not, however, use many colours or graphics embedded in your message, because not everyone uses an email programme that can display them.

Be concise and to the point

- If you are frustrated by a lack of response to your emails, it may be helpful to simplify. Generally, keep your reader in mind. Make it easy for them to get the information you want them to know. Do not waste your reader's time with unnecessary preambles. Do not make any e-mail longer than it needs to be. Some people receive hundreds of email messages a day, so make yours easy to open, read and understand.
- Make sure your subject line is clear. State the purpose of the email and the expectation: who should respond and by when. If the email is for information only, say so, by using FYI. If you need a concrete reply, be specific about what it is. "Let me know what you think" is not specific. This is: "Please let me know by Tuesday 3 December if you agree with the wording in the paragraph highlighted below. If you want to change the wording, please include your suggested wording in your response before the deadline."
- Simple formatting, such as numbering your points or questions, or highlighting text can make it easier for your readers to understand and respond to your information.

Answer all questions, and pre-empt further questions

- Your email reply should answer all questions, and provide any context that will pre-empt further questions. If you do not answer all questions in the original email, you will most likely receive emails asking unanswered questions.

Answer promptly

- If an email requires an action, it should be acknowledged within 24 hours. The 24 hour 'rule' applies to acknowledging receipt of the email and committing to the action, not to completing the required action.

- As a general   guideline: if it would take you less than two minutes to respond, immediately reply to the email. If the email is more complicated and requires more information or time, acknowledge receipt and promise to reply before the deadline. Make sure you schedule the time to work on the response.
- If you can delegate, do so! Let the sender know that colleague X will be taking care of it, copying both so that they can communicate directly.

Provide a contact while away

- It is vital that you activate an "Out of office" message when away from the office so colleagues know a prompt response may not be possible. The message should include the dates of your absence and contact details for a colleague able to provide assistance while you are away from the office.

Use email appropriately

- Email is not the best means of communication for every situation. Do not use it to avoid an uncomfortable situation, cover up a mistake or play the blame game. It is best to address complex or sensitive information or situations face-to-face or over the phone. Nuance is very challenging over email. Jokes and irony can also be misinterpreted. Avoid using emoticons.
- When email does not feel right, consider using the telephone or connecting through Google Hangout. Personal, real-time contact often saves time and fosters good feeling.

Do not use email to discuss personal or confidential information

- If you would not feel comfortable seeing your email displayed in public, do not send it! Make a phone call or schedule a brief meeting when discussing sensitive details or confidential information. <u>Remember, your @unfpa.org email is an official communication tool and therefore not private!</u> Always remember to keep the content professional to avoid embarrassment.
- If you need a paper trail, you can follow up phone calls or meetings with a short email stating: "We spoke and agreed on X".
- Never argue or criticize over email. It makes you and the organization look unprofessional. Such emails are never constructive and often escalate a problem. Again, pick up the phone or resolve the issue in person.
- Never send an email when angry. It may feel satisfying in the moment to express your emotions, but sending such an email makes it timeless and forever. Do not press 'Send'. Save the email in your 'Drafts' folder and reread it in the morning. You will gain perspective and may want to amend it.

Err on the side of formality

- We are all professionals. In a first email exchange, both sender and respondent should include a salutation and a signoff. Do not send emails with text all in lowercase; this

looks unprofessional. Do not send emails with text all in uppercase or capital letters; this can be interpreted as shouting.

Refrain from religious or cultural references

- It is best to avoid using any religious or culture reference in email to be sure not to offend anyone despite best intentions. Remember that UNFPA is a secular organization.

Get informed

- If you are going to be frequently communicating with colleagues in a particular country or region, take the time to familiarize yourself with the language and people in the office. You can even use the People search on myUNFPA to find out more about your colleagues around the world. Understanding country office nuances will help you avoid the pitfalls of mistranslated words or phrases that can cause embarrassment.

Track the time zones

- Be courteous. Remember that UNFPA has offices in all time zones. When you arrive at work in the morning, it's easy to forget that some of your colleagues might have already left for the day – or are asleep! It's always a good practice to double-check for a time difference before sending an email, especially if you are requesting tight turnaround times.

Save a tree

- One of the benefits of electronic communication is reduced paper consumption and accumulation. Do not print email messages unless you require a paper copy as reference, and please remember to retrieve ALL printed matter from the printers.

Alternatives to Broadcast Emails

All UNFPA staff have access to a variety of options for communicating within the organization. These can be accessed via myUNFPA and provide the means to communicate with all staff or a targeted group. Channel and tools include: Announcements/Calendar of events; Fusion; Google Drive; Google Hangouts; Microsites; and User Directory Groups.

Announcements/Calendar of events
Any staff member can directly submit an item of global or regional interest for posting to the Announcements section of myUNFPA through the Contribute Panel, which can be easily accessed on the myUNFPA homepage.

Online posting helps to enhance the quality of information as it allows for improved presentation and the addition of further information to support the content of the main message. Submitted announcements and events will appear automatically on the Hello UNFPA! pop-up page and on

the myUNFPA homepage and will be archived for future reference. In addition, all items will be collected in the biweekly myUNFPA Update, which is distributed by email to all staff.

Fusion
UNFPA's knowledge sharing platform [Fusion](#) enables you to easily create and share knowledge assets. Assets are a collection of documents, links, even multimedia files that relate to each other to form a "knowledge product". Fusion should be used as a collaborative tool for event or project planning with many users and a large exchange of documents or other products. By creating a Fusion Asset, you can work collaboratively with colleagues on a document, event or project. You can support an upcoming event or a project by using a Fusion Asset as a central location for materials related to the activity. Through the creation of a Fusion Asset, you can ensure that important information for your event or meeting will be easily accessible to those who need it without clogging up email with many attachments.

Google Drive
Google Drive is a file storage and synchronization service, which enables user cloud storage, file sharing and collaborative editing.

Google Hangouts
Google Hangouts bring conversations to life and allow colleagues to connect across computers, Android and Apple devices. Hangouts allows users to hold conversations between two or more users. Chat and photo sharing functions are integrated. Users can also perform a group video chat with up to 10 users at a time.

Microsites
[Microsites](#) are subsites of myUNFPA. Standardized microsite templates allow staff to share information within UNFPA by organizational unit, corporate initiative or global event. Components of the microsites include: Discussions, Fusion Assets, News, Photos, Resources and Team. To request a microsite, post a request through the [Integrated Service Desk](#). Once created, microsites are managed directly by designated site owners.

User Directory Groups
User Directory Groups are predetermined email groups organized by function, event or organizational unit, e.g. "Communication Focal Points" or "MCB Branch Meeting Attendees". Sending an email to a targeted User Directory Group instead of to all staff will ensure that it reaches your intented audience. Those who need or are interested in the content will receive it, and you will not alienate others by sending them irrelevant content.

To find an email group, the [Google Groups](#) has a quick search bar located near the top of the page. Enter the name or email address of the group you want to find in the search bar. Press enter or click on the search arrow. The results will be displayed below the search bar and will list all relevant groups. Click on the name to see more information about a specific group. All staff members are permitted to create groups using the Google Groups application.