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| **Policies and Procedures** |  |

**Email Use**

**Email Etiquette**

Every email from Field Accountancy must adhere to the following points of etiquette:

* Clearly identify the topic of your email in the subject line.
* Think about what you want to say before you begin to write.
* Be respectful and polite.
* Be cordial, honest and professional at all times.
* Respect others' points of view.
* Be sensitive to cultural differences.
* Don't SHOUT (writing in capitals seems like shouting).
* Know your facts and cite your sources.
* Make your communications constructive.
* Encourage constructive criticism and deliberation.
* Proofread your message and then proofread it again before you hit the 'send' button.
* If you make a mistake, admit it and be quick with your correction.
* Keep your entries legal.
* Never put anything in an email that you would not be happy to see on the front page of a newspaper.

**Email Style Guide**

All emails should be written as follows:

* A clear subject line should be provided.
* Use greeting and closing as you would in a letter. For clients, use their first name or Mr or Mrs if preferred. End the email with Sincerely.
* For staff, use first names and use Regards in closing.
* Where the email is to several staff, use “Dear colleagues”, and where the email is to all staff, use “Dear All”.
* Make the email easy to read. Use short paragraphs and insert blank lines between each paragraph.
* Keep the email brief.
* Proofread the email. Always conduct a Spell Check. Also carry out your own check of the document for grammar and punctuation errors.

**Internet security**

The following security arrangements must be followed:

* Suspicious or potentially dangerous emails should be deleted immediately.
* Their attachments should not be opened.
* Personal emails should not be opened at work, or on company computers. If an email of a personal nature is received on a Fields Accountancy’s email address, forward it immediately to a private email address, and open it outside working hours. Delete the original email from the inbox once it has been forwarded.
* Personal electronic communication of any sort should not be carried out during working hours nor using Fields Accountancy’s computers.
* Returned email should be examined to ensure that the address in correct.
* If in doubt as to the correct address, contact the source of the address and ask for verification.
* Email attachments should only be opened if they come from a trusted source. Attachments are to be stored and sent only as our proprietary accounting application data files, Adobe Acrobat (pdf), Word, PowerPoint or Excel files. If trustworthy emails are received in other formats, they should be converted before filing.
* Within each staff member’s email account, a folder should be created for each client handled by the staff member, so they can be accessed efficiently.
* Before logging off from the email application always process all emails in your inbox, ensuring that it is empty. All emails should be placed in the respective folder storage.
* New staff must be assessed on their email competence by the office manager before they are given access to their company email address and access to company files. This assessment is to be carried out on an external email account. A new email account should be opened for this purpose and then deleted following successful completion of the assessment.