

# St Albans U3A

## INFORMATION MANAGEMENT GOOD PRACTICE

### Email Code Of Conduct

#### **When using email amongst U3A members:**

- If you are corresponding within a group who already share contact information, use open addressing so that recipients know who else is in the conversation - this is simple courtesy and aids replying;
- don't use Reply to All unless there is a real need to involve everybody in your reply;
- always use Blind Copying (BCC) to address a diverse group who don't already share contact information - respect other people's privacy and personal information;
- remove all email addresses when you forward a message;
- never forward a message outside your group if it contains contact information of any kind about others;
- be brief and to the point, so that your message is clear - write clearly and succinctly;
- give your messages a Subject, so that they can be easily filed and found;
- be courteous at all times; avoid personal abuse of any kind and adhere to the same standards of behaviour online that you follow in real life;
- be forgiving of other people's mistakes. If you do decide to inform someone of a mistake, point it out politely, and preferably by private email rather than in public;
- don't forward to others anything that you are not sure is genuine;
- don't send huge attachments; not everyone has fast broadband;
- let people know their mail has been received and not eaten by a spam filter;
- similarly, if someone asks for a reply, please do so in a timely manner;
- writing in ALL CAPS is like shouting - don't shout in your emails (and all caps is so difficult to read).