



## Email Etiquette

Email etiquette refers to the use of appropriate language, conventions, and formality in email communication. To maintain professionalism and effectiveness in Council communications, please observe the following rules:

### 1. Use Council Email for Official Business Only

Council email addresses must be used exclusively for Council matters—not personal or non-Council purposes.

### 2. Replying to Group Emails

When responding to group emails, use Reply All and ensure you are replying to the most recent email in the chain.

### 3. Balance Formality and Friendliness

Avoid being overly casual. Maintain a balance between formal and friendly language—professionalism is key.

### 4. Focus on One Subject per Email

Keep emails concise and purposeful. Avoid aimless discussion; focus on a single topic per message.

### 5. Respond Promptly

Treat emails like phone calls. Reply within a reasonable timeframe and answer any questions clearly.

### 6. Mind Your Tone

Tone is often misinterpreted in email. Use a matter-of-fact approach and avoid sarcasm or emotional language.

### 7. Handle Sensitive Matters Face-to-Face

Avoid using email for delicate issues or conflicts. Discuss sensitive topics in person to prevent misunderstandings.

### 8. Always Acknowledge Emails

Even if no detailed response is required, acknowledge receipt. For action items, indicate when you will respond if it cannot be immediate.

### 9. Do Not Email in Anger

Avoid responding immediately if you are upset. Wait at least an hour to prevent sending regrettable messages.



**10. Review Before Forwarding**

Double-check the content of emails before forwarding. Ensure there is nothing sensitive, any personal data, misleading, or inappropriate is included in the thread.

**11. Avoid Sharing Personal Opinions**

Do not assume recipients want to receive political, religious, humorous, or inspirational content.

**12. Protect Recipients' Privacy**

When emailing multiple recipients who may not know each other, use BCC to hide addresses.

**13. Think Before You Write**

Never write anything in an email you would not say verbally or want to see in print, including in legal contexts.

**14. Keep Emails Organised**

Use clear subject lines, logical formatting, and structured content to make emails easy to read and follow.