

# E-mail Policies – Why have one? - An HR Perspective

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**BPIf**  
making change positive





# A journey through the E-mail maze

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- Why have a Policy?
- Accountability
- Before you press the “Send Key”
- Disciplinary Sanctions



# Why have a Policy

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- The Employer exposed
  - Offensive downloading and transmission
    - Pornography
    - Discrimination
    - Libel and slander
  - Costs to the Business
    - Reduced productivity
    - Informality
    - Overuse of Electronic Communication
  - Monitoring
    - Data Protection etc.



# Accountability

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- The Management
  - Overall Responsibility
    - Processing of information
    - Business needs and review
    - Discrimination
    - Libel and slander
  - Administration
    - IT System Administrator
    - Software changes



# Accountability

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- The Employee
  - Overall Responsibility
    - Use of the facility
    - Passwords and access
  - Reporting of Misuse
    - Individual concerns
    - Grievance Procedure



# Before you press the “Send Key”

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- The Content
  - What is appropriate
    - E-mail
    - Letter
  - Drafting the document
    - Informal tone?
    - Fast and efficient
    - Who reads the e-mail



# Disciplinary Sanctions

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- Misuse of the E-mail System and Storing
  - What is inappropriate
    - Copyright Infringement
    - Harassment/Discrimination
    - Downloading pornography
    - Confidentiality infringement
    - Bullying/Harassment messages
    - Defamation
    - Offensive language
    - Introduction of viruses
    - Excessive personal use



# Disciplinary Sanctions

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- Transmitted Information
  - Should Reflect
    - Standards
    - Business Practice
    - Policies of the Company
  
- Failure to Abide by the Policy
  - Disciplinary Action
    - Investigation
    - Suspension
    - Potential Dismissal



# Frequently Asked Questions

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- I'm fed up with the amount of time employees spend emailing stupid jokes to each other. What can I do about it?
- Some pretty hot stuff gets emailed around our office. Might someone take offence?
- A lot of our correspondence is by email now. Does that have any dangers?



# And Finally

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## Prior to pressing the “Send Key”-

- Ensure the content is not detrimental
- Ensure it is not offensive
- Remember the email may be read by others
- Maintain the standards, business practice and policies of the Company
- Engage brain before pressing the “Send Key”

## If you don't

- Look forward to claims through the legal system
- **Look forward to losing your job!**

***THANK YOU FOR LISTENING***