

City of Richmond
ADMINISTRATIVE MANUAL

SUBJECT: Usage of “All” E-mails

SECTION: Human Resources

POLICY NUMBER: AP 305

INITIAL DATE PREPARED: April 2, 2009

LAST DATE REVISED:

Policy

On occasion, employees have City business-related information that is best distributed using the “All” function in the e-mail system. “All” e-mails are distributed to each employee with e-mail access. E-mails appropriate for the utilization of the “All” function are only those that are directly related to most City employees’ jobs or benefits, City-sponsored or co-sponsored events, and/or employee-related events. **“All” e-mails must be approved in writing by the Assistant City Manager, or her/his designee, prior to distribution.**

Examples include, but are not limited to the following:

- Training opportunities
- Emergencies and public safety warnings, exercises and events
- IT upgrades and service disruptions
- Announcements of resources that will assist staff in customer service
- Scheduling of work-related social events such as City-sponsored events, lunches, retirement parties, celebrations, etc.
- Bereavement notices for employees, former employees or the parent, child or spouse of an employee
- Events sponsored by City departments or organizations
- Other announcements at the Assistant City Manager’s discretion

“All” e-mail items should be kept to two (2) to four (4) short sentences, and contain the following information:

- Contact information (name, e-mail address, telephone number) and any web site links that would provide additional information
- Include *“Approved by Assistant City Manager (or designee)”* in the first line of text
- If it is unclear that it is a City program or event, please provide a specific explanation as to the nexus with the City

Questions regarding this matter should be referred to the Assistant City Manager at 510-620-6600.