

## EMAIL ETIQUETTE

### DON'T

- Attach unnecessary files
- Write in **CAPITALS**
- Overuse *'Reply to All'*
- Request delivery and read receipts
- Ask to recall a message
- Copy a message or attachment without permission
- Use email to discuss confidential information
- Reply to spam or forward chain letters
- Overuse **URGENT** and **IMPORTANT** or the high priority option
- Use Emoticons and Abbreviations for business communication
- Send or forward emails containing defamatory, offensive, racist or obscene remarks



### DO

- Use a signature
- Be concise and to the point
- Use proper spelling, grammar & punctuation
- Use proper structure & layout and make it personal
- Use a meaningful subject lines and keep the message thread
- Use templates for frequently used responses
- Add disclaimers to your emails
- Read the email before you send it
- Use the **Bcc** field for mass mailings
- Take care with rich text and **HTML** messages
- Keep your language gender neutral
- Assume that email is not secure
- Use the **Cc** field sparingly

