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## Professional Email Standards

The SFPD email system is shared by over three thousand sworn & non-sworn personnel and our email system is an essential tool in our daily communications with one another. As such, adhering to a set of professional standards in its usage is extremely important in maintaining the effectiveness and the integrity of our organization.

The purpose of this Bulletin is to outline some professional email standards that shall be followed. The information is not all inclusive but emphasizes areas that merit bolstering. This Bulletin also serves as a reminder to supervisors to ensure members are using email appropriately to communicate efficiently with other members, to respond to the concerns of the community and to conduct official Department business.

**Inadvertent Use of Reply All** – Members frequently, albeit inadvertently, use “Reply All” when responding to emails. In reviewing why members periodically hit “Reply All” improperly, there are two commonalities. First, members report being in a hurry, such as rushing to reply for an assignment. Secondly, members report confusion with icons on their smartphones or desktop computers. Please double check before you “send,” and familiarize yourself thoroughly with your desktop and mobile email features and icons. If you take extra care before you respond, you will reduce the likelihood of hitting this “Reply All” button by mistake.

**Use of SFPD Everyone** - The "SFPD Everyone" group email address is intended for critical or essential information that requires dissemination to all members. With the exception of approved sources, i.e. Written Directives, Academy Training, Station Investigation Teams (SIT) and Investigation Bureaus, members shall obtain approval from their Officer-in Charge (OIC) prior to sending out a "SFPD Everyone" email communication. In addition to obtaining approval, the member shall ensure that the approving OIC receives a courtesy copy (cc) of the email prior to sending the email to all members.

When it is necessary to communicate to SFPD Everyone, members should maintain the same email chain when providing future updates. For example, if you send out an important crime notice and three days later need to provide an update to the same notice, use the original email and “Reply All” so the original communication is linked to the update. DO NOT create a new SFPD Everyone email.

**Signature Block** - Members shall create a signature within their email that includes their name, rank, star number, assignment and unit phone number.

**Professional Content and Tone** – Your email is a reflection of yourself and of the organization. Email that has a clear purpose, which is proof read, organized and concise should be the goal in every email communication.

Remember that email is not private. Choose words carefully because an email never goes away. Email is considered the property of the organization and can be retrieved even after it has been deleted. It is the responsibility of each member to use email appropriately and professionally.

  
WILLIAM SCOTT  
Chief of Police

*Per DB 17-080, both sworn and non-sworn members are required to electronically acknowledge receipt and review of this Department Bulletin in HRMS.*

Additional Resources:

DGO 10.08 - *Use of Computers and Peripheral Equipment*

DB 16-089 - *Department Email Policy & Procedures*

DB 17-011 - *Pop-up Network Acceptable Use Statement on Workstations*

DB 17-032 - *SFPD Members' Expectation of Privacy – Use of Computers, Peripheral Equipment and Facilities*

City Attorney's Office - *Good Government Guide*