To: Pastoral Center
From: Office of Communications
Date: December 20, 2018
Subject: Email Communications Policy for Diocesan Offices

This policy applies to all employees and offices within the Pastoral Center and is effective January 1, 2019.

Purpose:
The purpose of the Email Communications Policy is to establish a consistent and professional appearance when diocesan offices are sending email communications to a large group or distribution list either internal or external to the Pastoral Center. This policy will enable the email recipient to more promptly identify the sender of the communication.

Policy Guidelines:
When communicating with a large group or distribution list, use the following guidelines:

• Diocesan offices should use the “Office of” email address and not an individual’s email account.
• All recipients should be blind-copied (Bcc’d).
• The shared office mailbox should be in the “To:” line
• The salutation should include who is receiving the message.
• Any replies should be directed to the “Office of” email and not specific individuals within the office.

For example:

Dear Pastoral Center,

Test Message Body would be here.

Don’t forget to follow us on social media:
**Please note: an email sent to an individual or small group is still appropriate from an employee's email account, admin or office director.**

**Shared Office Mailboxes**

Many offices have previously established an “Office of” email or shared office mailbox. For those who have not, the Office of Information Technology will work with you to create an email address for your department.

The definition of a shared office mailbox is:

- A Shared Mailbox is a separate mailbox to which users are given access. This mailbox has its own Inbox, Drafts and Sent Items separate from a user’s primary mailbox.
- A single copy of any emails sent to the Shared Mailbox’s email address will be stored in the Shared Mailbox’s Inbox and can be read by any user with access.
- Deleting an email from a Shared Mailbox will delete the email for all users who have access to the mailbox.
- An individual or group of individuals should be assigned to monitor the Shared Mailbox for each team and answer messages or forward to the appropriate individuals as needed.

For example, if the Office of Finance were to communicate with “All Business Managers,” they would use the Shared Mailbox to send the email, so each Finance team member does NOT get a copy of all replies to the message and a single individual is not listed as the sender. The person(s) assigned to monitor the mailbox will reply to the messages or forward the messages accordingly.

**Email signature**

It is also encouraged that all diocesan offices and employees create an email signature that conveys professionalism and exemplifies the Diocese well. Special attention should be given to how emails are closed as each individual and office is a representative of the Diocese.

There should be no background colors within the email and the Diocesan shield should be used as part of the email signature. Additional tag lines or quotes should not be included. Approved examples can be found on the Extranet under Communications.

Below is an example of an acceptable individual email signature:

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Eric Sund  
Director of Information Technology  
Catholic Diocese of Richmond | Office of Information Technology  
7800 Carousel Lane | Richmond, VA 23294-4201  
Office: 804-359-5861 | Direct: 804-822-5130  

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