



GOVERNMENT OF GUAM  
HAGATNA, GUAM 96910

December 10, 2010

**MANAGEMENT DIRECTIVE NO. 11-001**

**To:** All GIAA Employees  
**From:** Mary C. Torres, Executive Manager *MCT*  
**Subject:** **EMail Policy**

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A.B. Won Pat International Airport Authority, Guam (GIAA)

**EMAIL POLICY**

The purpose of this policy is to ensure the proper use of GIAA's email system and make users aware of what GIAA deems as acceptable and unacceptable use of its email system. GIAA reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.

**LEGAL RISKS**

Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature email seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of e-mail:

- If you send emails with any libelous, defamatory, offensive, racist or obscene remarks, you and GIAA may be held liable.
- If you forward emails with any libelous, defamatory, offensive, racist or obscene remarks, you and GIAA may be held liable.
- If you unlawfully forward confidential information, you and GIAA may be held liable.
- If you unlawfully forward or copy messages without permission, you and GIAA may be held liable for copyright infringement.
- If you send an attachment that contains a virus, you and GIAA may be held liable.

By following the guidelines in this policy, the email user can minimize the legal risks involved in the use of e-mail. If any user disregards the rules set out in this Email Policy, the user will be fully liable and GIAA will disassociate itself from the user as far as legally possible.

**LEGAL REQUIREMENTS**

The following rules are to be strictly adhered to:

- It is strictly prohibited to send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks. If you receive an e-mail of this nature, you must promptly notify your supervisor.
- Do not forward a message without acquiring permission from the sender first.



- Do not send unsolicited email messages.
- Do not forge or attempt to forge email messages.
- Do not send email messages using another person's email account.
- Do not copy a message or attachment belonging to another user without permission of the originator.
- Do not disguise or attempt to disguise your identity when sending mail.

## **BEST PRACTICES**

GIAA considers email as an important means of communication and recognizes the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service. Therefore, GIAA wishes users to adhere to the following guidelines:

- **Writing emails:**
  - Write well-structured emails and use short, descriptive subjects.
  - GIAA's email style is informal. This means that sentences can be short and to the point. You can start your e-mail with 'Hi', or 'Dear', and the name of the person. Messages can be ended with 'Best Regards'. The use of Internet abbreviations and characters such as smileys however, is not encouraged.
  - Signatures must include your name, job title and company name. A disclaimer will be added underneath your signature (see Disclaimer)
  - Use the spell checker before you send out an email.
  - Do not send unnecessary attachments. Compress attachments larger than 200K before sending them.
  - Do not write emails in capitals.
  - Do not use cc: or bcc: fields unless the cc: or bcc: recipient is aware that you will be copying a mail to him/her and knows what action, if any, to take.
  - If you forward mails, state clearly what action you expect the recipient to take.
  - Only send emails of which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the email, using other means of communication, or protecting information by using a password (see confidential).
  - Only mark emails as important if they really are important.
- **Replying to emails:**
  - Emails should be answered within at least 8 working hours, but users must endeavor to answer priority emails within 4 hours.
  - Priority emails are emails from existing customers and business partners.
- **Newsgroups:**
  - Users need to request permission from their supervisor before subscribing to a newsletter or news group.

## **PERSONAL USE**

Although GIAA's email system is meant for business use, GIAA allows the reasonable use of email for personal use if certain guidelines are adhered to:

- Personal use of email should not interfere with work.
- Personal emails must also adhere to the guidelines in this policy.
- Personal emails are kept in a separate folder, named 'Private'. The emails in this folder must be deleted weekly so as not to clog up the system.
- The forwarding of chain letters, junk mail, jokes and executables is strictly forbidden.
- On average, users are not allowed to send more than 2 personal emails a day.

- Do not send mass mailings.
- Do not send large attachments or photos (over 200K).
- The [everyone@guamairport.net](mailto:everyone@guamairport.net) account is for official business use only.
- All messages distributed via the GIAA's email system, even personal emails, are GIAA's property.

### **CONFIDENTIAL INFORMATION**

Avoid sending confidential information by e-mail. If you do, you must secure the information by including it in a Microsoft Word or Excel file and protecting it with a password. Then provide the recipient with the password by means of other communication, for instance by telephone.

### **DISCLAIMER**

The following disclaimer will be added to each outgoing email:

*'This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify [abuse@guamairport.net](mailto:abuse@guamairport.net). Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the GIAA. Finally, the recipient should check this email and any attachments for the presence of viruses. The GIAA accepts no liability for any damage caused by any virus transmitted by this email.'*

### **SYSTEM MONITORING**

E-mail messages created or transmitted on GIAA's computers and/or using a GIAA email account are the property of GIAA. No user should have any expectancy of privacy in anything you create, store, send or receive on the GIAA's computer system. Your emails can be monitored without prior notification if GIAA deems this necessary. Highly confidential or sensitive information should not be sent through email. Personnel are required to use email in a manner that will risk the disclosure of GIAA proprietary and other information to persons outside GIAA. If there is evidence that you are not adhering to the guidelines set out in this policy, the GIAA reserves the right to take disciplinary action, including termination and/or legal action.

### **RETENTION IN THE EVENT OF LITIGATION, SUBPOENA, OR REGULATORY**

#### **INQUIRY**

It is GIAA policy to comply with all legal proceedings. In the event of any litigation, subpoena, regulatory inquiry, criminal proceeding, or the like, GIAA personnel are absolutely and unequivocally prohibited from deleting, discarding, or destroying any emails or any other documents relating in any way to the litigation, subpoena, regulatory inquiry, criminal proceeding, or the like.

#### **EMAIL ACCOUNTS**

All email accounts maintained on our email systems are the property of GIAA. The email system is only to be used by authorized persons, and personnel must have been issued a email password in order to use the system. Personnel shall not disclose their password to others and may not use someone else's codes or password without the express written authorization from an authorized officer for GIAA. Email accounts not used for 60 days will be deactivated and possibly deleted. Employees are prohibited from using personal email software (e.g., Yahoo, G-mail, Hotmail) for business communications.

**OTHER POLICES**

All existing GIAA policies and rules and regulations apply to employee conduct in connection with email, including but not limited to, GIAA policies and rules and regulations regarding misuse of GIAA property, discrimination, harassment, sexual harassment, information, data security, and confidentiality.

**VIRUS**

Any files downloaded from email received from non-GIAA sources must be scanned with GIAA's virus detection software. Any viruses, tampering or system problems should be immediately reported to GIAA MIS.

**QUESTIONS**

If you have any questions or comments concerning this Email Policy, please contact the Executive Manager. If you do not have any questions, GIAA presumes that you understand and are aware of the rules and guidelines in this Email Policy and will adhere to them.

**DECLARATION**

I have read, understand and acknowledge receipt of the Email policy. I will comply with the guidelines set out in this policy and understand that failure to do so might result in disciplinary or legal action.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_