



GREEN PARTNERS ASSOCIATION

Engaging-Empowering-Equipping for; a resilient People, resilient Planet & resilient Profit

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Mail Management Policy

GPA operates two major mail systems;

- **Ordinary mails/hand mails**
- **Emails**

Policy brief and purpose

GPA's corporate mail usage policy is intended to use their organizational email address appropriately and manage information flow in and out of the organization responsibly. While ordinary/hand mails remain are the most common means of correspondence between grassroots stakeholders especially with regards to feedbacks and complaints from beneficiaries/communities email is essential to our everyday jobs. We want to ensure that our employees and board of director members (BoD) understand the limitations of using these corporate mail systems/account.

Our goal is to protect our confidential data from breaches and safeguard our reputation and unique identity.

Scope

This policy applies to all employees, BoD members and partners who are assigned (or given access to) our administrative system. For now while the administrative assistant (or other assigned volunteer) is responsible for the registration of incoming/outgoing hand mails our organizational email, which is associated to the 'Gmail Account' is strictly assigned to the Executive Director and the Programme Coordinator. Our future intention is to create corporate email with domain names that can be assigned to individuals and departments with the understanding that corporate emails are powerful tools that help employees in their jobs.

Appropriate Use of Hand Mail system

- The executive director and programme coordinator are the only authorized persons to use the organizational headed paper and or stamp for any external communication
- Both the executive director and programme coordinator shall inform each other of the content of every mail (incoming or outgoing). In that case one of the authorities may sign especially in the case of emergency
- No other staff shall use the organizational headed paper and or stamp for any reason except with a written authorization from the executive director or programme coordinator
- All outgoing and incoming mails shall be registered in the mails registered

- Besides the administrative assistant no other staff shall unseal incoming mails, which must be registered and handed to either the executive director or programme coordinator. Notwithstanding, letters addressed “CONFIDENTIAL” shall be strictly handed to the authority to whom it is addressed

Appropriate use of Organizational Email

Both the executive director and programme coordinator to whom access to email is currently restricted are allowed to use the organizational email for work-related purposes without limitations. For example, they can use the email to:

- Sign up for newsletters, platforms and other online services that will help them with their jobs or professional growth.
- Communicate with current or prospective stakeholders and partners.
- Register for career development classes/programmes
- Download ebooks, guides and other content for their personal use as long as it is safe and appropriate.
- Exceptionally any staff/volunteer can give the email address to people they meet at conferences, workshops, career fairs or other organizational events for business purposes.

Inappropriate use of company email

Both the executive director and programme coordinator to whom access to email is currently restricted represent GPA whenever they use the organization email address. They must not:

- Write external partners without sharing with each other the content. This however exclude follow-up correspondences with regular partners and communications related to data management on emergencies
- Sign up for illegal, unreliable, disreputable or suspect websites and services.
- Send insulting or discriminatory messages and content.
- Send emails to friends and family.
- Intentionally spam other partner's emails,

Email security

Email is often the medium of hacker attacks, confidentiality breaches, viruses and other malware. These issues can compromise our reputation, legality and security of our reputation.

Users of our email must:

- Select strong passwords with at least eight characters (capital and lower-case letters, symbols and numbers) without using personal information (e.g. birthdays.)
- Remember passwords instead of writing them down and keep them secret.
- Change their email password every two months.
- Pay special attention to how they close emails.

In order to mitigate catching emails that carry malware or phishing attempts users must always be vigilant to;

- Avoid opening attachments and clicking on links when content is not adequately explained (e.g. “Watch this video, it’s amazing.”)
- Be suspicious of click bait titles.
- Check email and names of unknown senders to ensure they are legitimate.
- Look for inconsistencies or style red flags (e.g. grammar mistakes, capital letters, excessive number of exclamation marks.)

Users of the email are reminded to keep the anti-malware programs updated.

Email signature

Users or GPA email are shall create an email signature that exudes professionalism and represents the organization well, thus:

[Name of user]

[Title], [Organizational Name with link]

[Phone number] | [Organizational Address]

Professional images, organizational logos and work-related videos and links in email signatures may also be included.

NOTE!!

Green Partners Association is a not for profit organization that depends more on volunteers and specified contracts of short periods based on project lifespan, usually 6 months or less. This gives reason for restriction of access to organizational emails to such employees who may not must adhere to this policy at all times, in addition to our confidentiality, reputation, and data protection guidelines.

This policy shall be updated as soon as there is need to create a domain name with the understanding that corporate emails are powerful tools that help employees career development and in their jobs.




Executive Director