

- Always keep emails professional and respectful in tone.
- Proofread and review your draft for errors, grammar, tone, and miscommunication before sending. The official font of the GEP emails is Arial 12.
- Acceptable email greetings are *Dear, Hi, Greetings, and Name.*
- Acceptable email sign off are *Regards, Sincerely, Kind Regards, Warm Regards, Yours Sincerely, Best Wishes.*
- Your GEP signature must always appear on every new email but is not necessary on replies.
- Employees are NOT allowed to make changes to the GEP signature in any way, this includes:
 - **Changing fonts**
 - **Changing font colours**
 - **Adding quotes, verses, and smiley faces, images below their email signatures**
 - **Modifying the logo in any way**
 - **Changing the email background colour**
- Use **Reply to All** only if you want your message to be seen by everyone who received the original email.
- Never make defamatory and discriminatory comments in emails, even as a joke.
- Be careful when using abbreviations and acronyms, especially with external recipients as they may not be familiar with them.
- Avoid informal slang such as BTW (by the way) and LOL (laugh out loud) in business emails.
- Do not forward junk mail, chain letters, virus hoaxes, chain emails soliciting charitable donations, funny pictures or jokes, even if they are legitimate.
- Do not reply to spam emails, delete them. Spam emails are sent to confirm that your email address is still valid. Your reply makes you visible to dubious marketers, resulting in even more spam.
- Respond promptly to serious messages, if you need more than 24 hours to collect information or to decide, send a brief response explaining your delay.
- Employees may not use GEP emails to represent their personal views at those of GEP.