

	<i>Administrative Regulation</i>	
	EMAIL SIGNATURE & OUT OF OFFICE NOTIFICATION	
	Policy #:	14.01
	Effective:	11/06/2024
	Revised:	06/30/2025
	Owner:	City Manager's Office

Note: Terms that are ***bolded and italicized*** the first time they appear in this regulation are defined below. After the first occurrence, defined terms appear in *italics only*.

PURPOSE:

To establish consistent and professional standards for employee ***email signatures***, out-of-office notifications across all City communication channels.

SCOPE:

This policy applies to all employees, volunteers, and interns with ***City-issued email credentials***.

POLICY:

Employees are required to use standardized formats for ***email signatures, out-of-office (OOO) notifications***, and voicemail greetings.

The following practices are prohibited in ***email signatures***:

- Quotes, slogans, or other unapproved personal content.
- Background colors or other non-standard formatting.

An ***email signature*** must be included in all initial email correspondence.

PROCEDURE:

1. Email Signature

- a. Employees must use the designated City ***email signature*** format to ensure consistency across all departments. Templates are provided in the Resources section of this policy.
- b. Required components for all ***email signatures***, unless otherwise approved, include:
 - (1) Logo
 - (2) First and Last Name
 - (3) Job Title
 - (4) Department
 - (5) City of Springfield
 - (6) City address
 - (7) Contact Number(s)
 - (8) Website URL, www.springfield-or.gov
 - (9) City-approved Social Media Icons with Website Links
 - (10) ADA Recommended Language
 - (11) ***Confidentiality Notice***

- c. Optional components may include:
 - (1) Professional Credentials (e.g., MBA, PE)
 - (2) Pronouns (e.g., she/her, they/them)

2. **Confidentiality Notice**

A. **For all non-City Attorney's Office employees:**

- a. This email and any attachments are confidential and may be privileged. If you are not the intended recipient, please notify the sender immediately and delete this email from your system.

B. **For City Attorney Office Employees:**

- a. This email may be subject to attorney-client privilege or contain attorney work product. Do not copy or forward this message without first checking with me. If you are not the intended recipient, please reply to me immediately and keep the contents of this email confidential.

3. **Email Signature Templates**

A. **Citywide Email Template:**

- a. Personalize the template using Montserrat Medium font, no smaller than 9pt.
- b. Take a screenshot and save it as an image.
- c. Upload the image as the *email signature*, linking it to the City of Springfield website (springfield-or.gov).
- d. Place the ADA and confidentiality statements as linked text below the image.
- e. *Example:*



First Last
Title, Department
City of Springfield, Oregon
225 Fifth Street, Springfield, Oregon,
97477
Office: XXX-XXX-XXXX (Oregon Relay
711)

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B. **Library and Museum Email Template:**

- a. Personalize the template using the same process as above.
- b. Link the signature image to the [Where Minds Grow](#) site
- c. Example:

First Last (she/her)
 Title, Department
 225 5th Street, Springfield, OR 97477
 Office: XXX-XXX-XXXX (Oregon Relay 711)



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4. Out-of-Office (OOO) Notifications

- a. Employees must set both internal and external OOO auto-replies when away from work.
- b. OOO messages must include:
 - (1) Dates of absence
 - (2) Alternate contact person’s name, email, and phone number
 - (3) The employee’s standard *email signature*
- c. Internal OOO Example:

*Hello,
 I am currently out of the office and unavailable from [Start Date] to [End Date]. During this time, I will not be checking emails regularly.
 For urgent matters, please contact [Colleague’s Name] at [Colleague’s Email] or [Colleague’s Phone Number].*

Thank you for your understanding.

- d. External OOO Example:

*Hello,
 Thank you for your email. I am currently out of the office and unavailable from [Start Date] to [End Date].*

If you require immediate assistance, please contact [Colleague’s Name] at [Colleague’s Email] or [Colleague’s Phone Number].

I will respond as soon as possible upon my return.

Thank you for your patience.

5. Auditing and Updates

- a. Regular audits will be conducted to ensure compliance with the *email signature* and OOO notification requirements.
- b. This regulation will be reviewed and updated as needed to reflect changes in City's branding or communication standards.

DEFINITIONS:

Email Signature:

A standardized block of text and/or image automatically appended to outbound email messages that identifies the sender and the City.

Out-of-Office (OOO) Notification:

An automated email response that informs senders of an employee's temporary absence and provides alternative contact information.

City-Issued Email Credentials:

An email account created and managed by the City for official City business.

Confidentiality Notice:

A standardized statement included in email communications intended to notify recipients of confidentiality, privilege, or handling requirements.

RESOURCES:

Standard Operating Procedures (SOP's):

- [City Email Signature Template](#)
- [Library & Museum Template](#)