

	<i>Administrative Regulation</i>	
	Email Signature & Out of Office Notification	
	Policy#	12.9
	Eff. Date:	11/06/2024
	Rev. Date:	N/A
	Owner:	City Manager's Office

Purpose:

To establish guidelines for creating consistent and professional email signatures, as well as managing out-of-office notifications.

Scope:

This policy applies to all employees, volunteers, and interns with email credentials.

Policy:

All employees are required to use a standardized communication for email signature, out of office messaging, and voicemail greetings. The use of quotes, slogans, or any other non-approved content in email signatures is prohibited. The use of background colors, or any other non-approved content in email signatures is prohibited.

Email signatures are required to be included in all initial emails.

Procedure:

1. Email Signature

- 1.1. All email signatures should follow the specified format to maintain consistency. Employees should use the appropriate template found in the attached resource section of this regulation. The following components are generally required unless otherwise noted:

- 1.1.1. Logo
- 1.1.2. First and Last Name
- 1.1.3. Job Title
- 1.1.4. Department
- 1.1.5. City of Springfield
- 1.1.6. City address
- 1.1.7. Contact Number(s)
- 1.1.8. Website URL, www.springfield-or.gov
- 1.1.9. Social media icons with website links

1.1.10. ADA Recommended Language.

1.1.11. Confidentiality Notice

1.2. Optional:

1.2.1. Credentials

1.2.2. Pronouns

2. Confidentiality Notice

2.1. *For non-City Attorney Office staff:*

2.1.1. 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.

2.2. *For City Attorney Office staff:*

2.2.1. 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 Template

3.1. *City Email Template:*

3.1.1. Personalize your signature by using the template below using Montserrat Medium font (size no smaller than 9pt).

3.1.2. Take screenshot, save image.

3.1.3. Upload image as signature linked to City of Springfield (springfield-or.gov).

3.1.4. Add ADA and confidentiality statements with hyperlink below image.



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

We are committed to accessibility. Let me know if you need this information in a different format.

To learn more please visit [Accessibility – City of Springfield Oregon](#)

*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.*

3.2. Library/Museum Email Template:

- 3.2.1. Personalize your signature by using the template below
- 3.2.2. Take screenshot, save image
- 3.2.3. Upload image as signature linked to Where Minds Grow

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



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4. Email Out of Office Notifications (OOO)

- 4.1. Update internal and external autoreply to indicate dates of absence and who to contact in your absence. Include email signature in both.

4.1.1. Example for Internal OOO

*Hello,
I am currently out of the office and will be unavailable from [Start Date] to [End Date]. During this period, I will not be checking emails regularly.*

For any urgent matters, please contact [Colleague's Name] at [Colleague's Email] or [Colleague's Phone Number].

Thank you for your understanding.

4.1.2. Example for External OOO

Hello,

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

If you require immediate assistance, please reach out to [Colleague's Name] at [Colleague's Email] or [Colleague's Phone Number].

I will respond to your message as soon as possible upon my return.

Thank you for your patience.

5. Auditing and Updates

5.1. Regular audits will be conducted to ensure compliance with the email signature protocol.

5.2. This protocol will be reviewed and updated as necessary to reflect any changes in the City's branding or communication policies.

Definitions:

N/A

Resources:

Standard Operating Procedures (SOP's):

1. [City Email Signature Template](#)
2. [Library & Museum Template](#)