**EMAIL MANAGEMENT POLICY**

**FOR UNEP, UN-HABITAT, AND UNON**

**1.0 Purpose**

The Electronic Mail (e-Email), has become an essential business tool, because of its speed and the virtually unlimited information flow it offers. The availability, reliability, and security of data transmitted through email can be assured only if used properly, in accordance with established policies and common standards. The Information and Communication Technology Service (ICTS) has developed the following policy governing email usage and management.

**2.0 Scope**

The scope of this policy covers all, UNEP, UN-Habitat, and UNON staff, temporary assistants, consultants, project personnel, and authorized users, that are granted access to the UNON email system.

**3.0 Policy**

**3.1 Mail Archive.**

* Mail messages older than 1 year will automatically be moved to the Archive Server at the end of every month.
* Users will be able to archive manually more often if needed. The archived email will be accessed via an archive link in the mail file.
* Archived emails will be kept for **5 years** and be made available for access upon the request of the Executive Director of the substantive program based on written justification, and subsequent approval by the Director of Administration Services
  1. **Managed Replica**
* For mobile users, local managed replica of the Lotus Notes mailbox will be created on client desktop/notebook. This will enable them to use the client remotely when there is limited or no Internet Access (i.e. during flight), As soon as the desktop/notebook detects Internet connectivity all queued mail will be sent and mailboxes changes will be synced with the server copy.

**3.3 SPAM mail management**

* Mail classified as SPAM will be stored in the Junk folder to allow users to review the emails for a period of 30 days after which the emails will be deleted.
* For security reasons, emails with executable (.exe, .com, .dll, .scr,) will be rejected by the border mail server with appropriate notification to the sender.

**3.4 File Attachment Size**

* The total size of attached files in an email should not exceed 10MB.
* Files larger than 10MB should be transferred via alternate transfer means such as FTP, CDROM, Flash Disk, etc.
* Email system should not be used as document database/repository

**3.5 Mail Retention**

* Deleted messages will be retained in the Trash folder for a maximum of 48 hours
* Upon separation, access to email will be disabled, but users will be able to add automatic reply role for 3 months period, and thereafter the account will be deleted. Exceptions may be granted.
* The request for extending access to UN proprietary information and systems, including copies of the notes mailbox, after user's separation, can only be made by Director of substantive program based on written justification, and approved by Director of Administration Services
* No forwarding to external email accounts will be allowed.

**3.6 Mass Mailing**

 For the purposes of this policy, mass e-mail shall be considered to be any electronic mailing in which the message is sent to more than **50** email recipients, using any email account or any other automated program.

 Staff members may not send email of similar content to more than **100** recipients. Opt-in mailing lists are exceptions to this definition. However, the administrator of the list needs to have proof of opting-in from each and every member of the list, prior to sending any message to the members of the list. Opt-in lists are managed by UNON ICTS service desk and sending authority can be delegated to specific staff members upon agreement.

 Mass e-mail messages should be sent after 7 p.m., except in the case of time-sensitive messages. Messages sent to opt-in lists should be scheduled for delivery after midnight, except in the case of time-sensitive messages.

 Mass e-mails are appropriate for messages that directly relate to carrying out the business, messages that relate to changes in policy or time sensitive issues, and messages that inform a select group of people (e.g. staff, members of a specific division or Branch, etc.) of an announcement or event related to their specific role within the organization

 Requests to send out mass e-mails that do not fall under the three cases outlined above, must be approved by the appropriate owning office. If they meet the criteria above, request should be sent to service desk that will coordinate all such requests.

 Mailings not related to the organization business or activities such as political statements, expression of personal opinion, conduct of personal business, unauthorized fundraising, influence opinions, gain support for an issue or cause, notices of houses or other items for sale or rent, requests for rides, lost and found, or commercial promotions, notices of routine scheduled events. These sorts of events should be communicated through regular organization forums and bulletins.