Email Management Policies and Procedures

HiFlex Physio

Policies

- This policy is intended for all employees and personnel of HiFlex Physio.
- HiFlex Physio employees and personnel will only use the provided Gmail account when sending official digital communications to fellow employees, clients, and other internal and external stakeholders.
- Each department is provided with a specific Gmail account address:
  Administrative Department - admin@bouncefitness.com.au
  Finance Department - finance@bouncefitness.com.au
  Human Resource Department - humanresources@bouncefitness.com.au
  Marketing Department - marketing@bouncefitness.com.au
- Emails with attachments will only be limited to files that are relevant to HiFlex Physio.
- Attachments must not exceed the file size limit set by Gmail.
- Email with attachments must always include a brief description of the file/s attached in the body of the email.
- All employees must confirm they received emails by responding to the email, unless it is a general workplace email blast, which does not require a response.
- Issues or concerns brought up over email are considered official documentation and may serve as evidence if needed when resolving the issue.
- Emails that can be archived can be any email that has already been resolved.
  Note: Resolving emails will be done through providing an appropriate response to each email.
- All unimportant emails or emails with outdated information may be deleted.
- Unimportant emails (which include spam emails) may be permanently deleted.

Procedures

I. Sending Emails with Attachments:

- Login to Gmail account
- Select Compose
- Write recipient/s of the email
- Write the subject of the email
- Write the necessary details
- Attach file/s
- Send email to relevant receipt

II. Emptying Inboxes:

- Login to Gmail account
- Select an inbox (Primary, Social, Promotions, etc.)
- Select emails to be deleted
- Click Delete

III. Archiving Inboxes:

- Login to Gmail account
- Select emails to be archived
- Click Archive

IV. Permanently Deleting Emails:

- Login to Gmail account
- Select emails to be deleted
- Click Delete
- Go to Trash
- Select emails to be deleted
- Click Delete