

MEMORANDUM CIRCULAR NO. 02  
Series of 2022

JAN 17 2022

**SUBJECT : POLICY GUIDELINES ON THE USE OF OFFICIAL ELECTRONIC MAIL (EMAIL)**

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### GENERAL

1. Republic Act no. 8792 or Ecommerce Act provides the law that enables email transactions as official, while Republic Act no. 11032 or the Ease of Doing Business law requires prompt delivery of services through electronic means. Email provided by MIAA is considered part of government resources that must be managed as stated in Section 2 of Presidential Decree 1445 (Government Auditing Code of the Philippines).
2. Email has emerged to be the standard official electronic communication and has become vulnerable from misuse. To ensure safety and security of the organization's email transactions, MIAA is managing its own email services. These services shall be guided by policies, and confidentiality and data protection guidelines of the organization based on Republic Act no.10173 or the Data Privacy Act of 2012.

### PURPOSE AND SCOPE

3. The provision of this Circular is applicable to all MIAA issued email (or given access to) a corporate mail. This email may be assigned to an **individual** (e.g., [juan.delacruz@miaa.gov.ph](mailto:juan.delacruz@miaa.gov.ph)) or to an **office /department/division**. (e.g., [misd@miaagovphils.onmicrosoft.com](mailto:misd@miaagovphils.onmicrosoft.com))
4. This Circular defines the basic email etiquette in the workplace and promotes awareness on the benefits of a paperless communication system such as:
  - a. to streamline projects and improve productivity in the workplace;
  - b. to share files and collaborate in real time without being physically present in the office; and
  - c. to perform tasks quickly and more efficiently.
5. This applies to all email exchanges, by officials and employees of the MIAA, as well as other personnel authorized by the head of office/division/department, when using their official email accounts in the performance of official duties and functions. It also applies in accessing the Agency/Office official email account through various devices including, but not limited to, computers, tablets, and mobile phones.

### STATEMENT OF POLICY

6. Account holders shall act professionally and shall be bound by the provisions of the Code of Conduct and Ethical Standards for Public Officials and Employees (R.A. 6713). All communications must occur only in the official emails that were provided by MISD.

7. All Offices shall ensure and understand the limitations of using their official email accounts, protect confidential data breaches and safeguard MIAA's reputation and technological property.
8. All data, information, and communication sent, received, or archived via MIAA Email Service belong to the government. All messages or files sent may be accessed by the MIAA Email Administrator and other authorized officers, for work, administration, or disciplinary purposes.
9. All emails must be acknowledged within office hours (8am-5pm) upon receipt or not more than twenty-four (24) hours.

#### DEFINITION OF TERMS

10. For purposes of this MC, the following shall construe to mean:
  - a. **Account holders** – employee who has been assigned an official MIAA email account.
  - b. **BCC** - Blind Carbon Copy
  - c. **CC** - Carbon Copy
  - d. **Email** – the exchange of digital messages through network using software and servers.
  - e. **Email Thread** – an email message that includes a chronological running list of all the succeeding replies starting with the original email.
  - f. **Etiquette** - the formal manners, conduct, procedure, or rules required by authority to be followed in professional settings.
  - g. **Malware** – refers to any intrusive software to steal data and destroy or damage computer systems.
  - h. **Phishing** – is a term used to describe various scams that use fraudulent email messages to trick you into divulging personal information.
  - i. **MIAA-issued email** – emails with domain name [miaa.gov.ph](mailto:miaa.gov.ph) and/or [miaagovphils.onmicrosoft.com](mailto:miaagovphils.onmicrosoft.com)

#### GUIDELINES

11. As corporate emails are powerful tools that help employees in their job, it should be primarily used for work-related purposes. However, freedom to use corporate emails constitutes the following:
  - 11.1 Appropriate use of corporate email may be as follows:
    - a) communication with current or prospective customers and partners;
    - b) as log in credentials to purchased software, given they have legitimate access to;
    - c) give their corporate email address to people they met at conferences, career fairs or other corporate events for business purposes, and;
    - d) signing up for newsletters, platforms, and other online services that will help employees with their respective jobs or professional growth.
  - 11.2 Inappropriate use of company email may be as follows:
    - a) signing up for illegal, unreliable, disreputable, or suspect websites and services;
    - b) sending unauthorized marketing content or solicitation emails;
    - c) registering for competitors' services unless authorized;
    - d) sending insulting or discriminatory messages and contents, and;
    - e) intentionally spamming other people's emails, including their co-workers.



12. All officials and employees, in creating emails, shall observe the following etiquette:
  - 12.1 Keep your tone professional.
  - 12.2 Be sure to include a clear subject line. It is important that your subject line is very direct and specific. It should be simple yet clear enough that the person receiving it is able to tell what the email is about.
  - 12.3 Observe descriptive naming of attached files
  - 12.4 Use BCC appropriately. Consider using BCC to keep email addresses private or the CC to ensure that the "To:" area of the message remains a small size.
  - 12.5 Write clear and concise messages with short sentences. Avoid double spacing your messages as email requires recipients to scroll through messages without the benefit of highlighting or marking the message as one might on a printout.
  - 12.6 When replying to message, consider deleting part of the original message to save space on the screen. Retain only the part of the sender's message to which you are responding.
  - 12.7 Use sentence case and avoid the use of all capital letters.
  - 12.8 Avoid using colored fonts and use standard fonts and formatting because computers may have a limited number of fonts available for email use. Using a small or compact font keeps the message in a more confined area.
  - 12.9 Use correct grammar and run a spellcheck of your messages. Do not use unnecessary punctuations and avoid using emoticons.
  - 12.10 Be specific. State terms and conditions clearly to avoid miscommunication, especially when providing information about time, places or people. Avoid using acronyms and text messaging shortcuts because not everyone knows their meaning.
  - 12.11 Never use slang language and remain gender neutral.
  - 12.12 Never reply to spam.
  - 12.13 Ask permission before forwarding.
  - 12.14 Be cautious when sending attachments.
  - 12.15 Always use salutations and signatures.
  - 12.16 As much as applicable, use Sir, Ma'am to begin your message. Avoid using laid-back, colloquial expressions like, "Hey guys," or "Hi folks". To be more formal, use "Dear (name)." Using a person's name in the salutation is more appropriate.
  - 12.17 To be acceptable to other email gateways, limit of 10MB attachment should be practiced.
13. Account holders are accountable to be vigilant to catch emails that carry malware or phishing attempts. Be suspicious of click bait titles. Employees shall avoid opening attachments and clicking in links when the content is not adequately explained (e.g., "Watch this video, it's amazing). Likewise, employees shall also check email and names of unknown senders to ensure they are legitimate. Lastly, you shall look for inconsistencies or style red flags (e.g., grammar mistakes, capitalization mistakes, excessive number of exclamation points). If you are suspicious with the email you have received, you may contact Management Information System Division for assistance.
14. Make it your responsibility to use (when applicable) and follow the email thread. In business, it is encouraged to use an email thread to a) Reduce inbox clutter; b) Keeps recipients in the loop of all updated communication; c) Have one specific reference for the same subject.
15. Always reply to your emails. As a rule, make sure to give a timely and polite reply to the emails you received. If you do not have the answer for a response at the moment, acknowledge the email to let the sender know you received the message and will get back to them when you have a fitting reply.



16. Employees are encouraged to create an email signature that exudes professionalism and represents the company to customers and stakeholders. Below is a template of an acceptable email signature:

*[Employee Name]*

*[Employee Title], [Company Name with link]*

*[Phone number] | [Company Address]*

Employees may also include professional images, company logos and work-related videos and links in email signatures. If they are unsure how to do so, they can ask for help from Management Information System Division.

## **RESPONSIBILITIES**

17. All offices including sections and individuals officially communicating on behalf of the Authority must request for an official MIAA email (e.g.: [spid@miaa.gov.ph](mailto:spid@miaa.gov.ph)) to MISD (see **Annex A** for procedures), furthermore, offices are also responsible for monitoring and reporting any technical issues to MISD immediately.
18. The Management Information Systems Division (MISD) is responsible for providing official email accounts of all offices in accordance with the policy of Department of Information and Communication Technology (DICT) MC No. 2015-002 Series of 2015, Section 5 Number 4. They shall also provide and ensure a stable network connection, and assistance on technical or electronic system glitches. Moreover, MISD shall relay information about technical issues (such as unavailability of internet services) to other offices.
19. The Legal Office is responsible for receiving complaints on the violation of this MC, copy furnished the Personnel Division for control purposes.
20. The Personnel Division is responsible in recording the applied sanctions in the employee's 201 File as reference.
21. Every employee shall be responsible to secure their corporate emails as it is often the medium of hacker attacks, confidentiality breaches, viruses, and malwares. Employees shall select a strong password with at least eight characters (must contain uppercase letters, lowercase letters, symbols, and numbers) without using personal information (e.g., birthdays). Passwords shall be treated confidential hence it should be remembered rather than writing it down. Moreover, password shall be changed every two months.

## **PENALTY CLAUSE**

22. Under the 2017 Rules of Administrative Cases in the Civil Service -Section 50 (F) or the light offense of "Violation of Reasonable Office Rules and Regulation", the following penalty shall be imposed:
- |                |   |   |
|----------------|---|---|
| First Offense  | - | Written reprimand                               |
| Second Offense | - | Suspension of one (1) month to thirty (30) days |
| Third Offense  | - | Dismissal from the service                      |
23. The penalty of Fine or liquidated damage may also be imposed, in the alternative, if the circumstances under Section 52 of the same Rules apply. If the violator is a non-organic MIAA

employee who is considered as authorized personnel, the contract for the provision of manpower between MIAA and the service provider shall apply.

#### **SUSPENSION OR TERMINATION OF USE**

24. These provisions regarding the suspension or termination of the use of Employee Email Account shall be implemented: (1) In case of disciplinary and/or non-disciplinary actions; (2) Transfer of the Account Holder from the current agency to another government agency or to a private company; (3) when the employee (organic or non-organic) resigns or separates from the service with or without a cause; (4) when the employee (organic or non-organic) is declared dead.
25. In case of suspension or termination of Email Account, the Manager/OIC, Administrative Department in coordination with the MISD shall prepare a report stating that the Account Holder can no longer use the MIAA Email permanently. The report shall also state the reason for such suspension or termination, which shall be submitted to the ADCA.

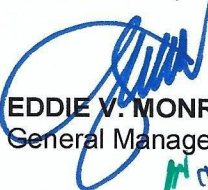
#### **SUPERSESION CLAUSE**

26. MC No. 29 dated November 29, 2020, on Basic Electronic Mail Etiquette, and all orders, memoranda and/or other MIAA issuances inconsistent herewith are hereby amended and superseded accordingly.

#### **EFFECTIVITY CLAUSE**

25. This Circular shall take effect immediately.

For strict compliance.

  
**EDDIE V. MONREAL**  
General Manager

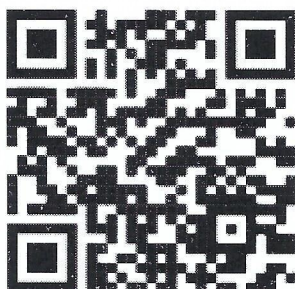




## ANNEX A

### PROCEDURES ON APPLYING FOR A MIAA EMAIL

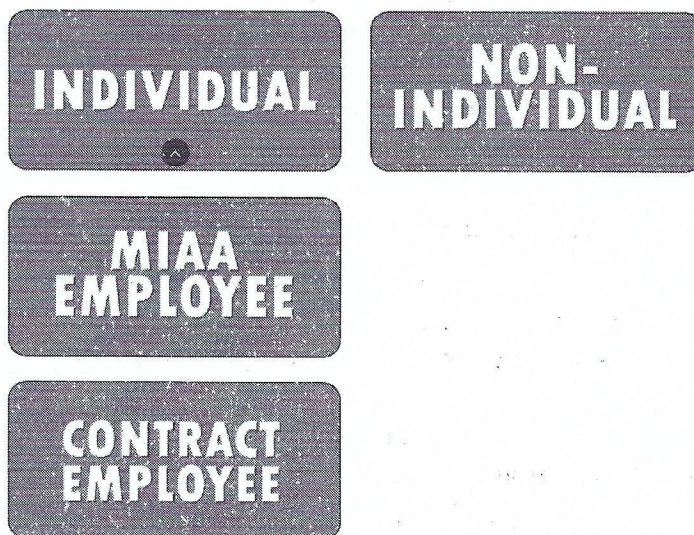
1. Access this site using any internet browser: <https://sites.google.com/view/miaaemail/ors> or scan this QR Code:



<https://sites.google.com/view/miaaemail/ors>

2. Choose one of the choices on the screen (as seen below):
  - a. Individual- choose this if you are requesting for a person's work email, then select if the email is for a MIAA employee or for a contract employee
    - i. MIAA Employee
    - ii. Contract Employee (Outsourced)
  - b. Non-individual – choose this if you are requesting for an office email or any group email.

#### **Email Online Registration**



3. Fill up the required fields of the online registration form.
4. Wait for the Administrator to verify and approve your request.
5. Approved requests shall be processed within three (3) working days.
6. The requestee shall receive a call from the administrator to pick up a sealed letter containing the email credentials.



<b>MEMORANDUM CIRCULAR (MC)</b>		Date: October 01, 2021 Document No.: A-SPI-21-0148 Security Classification:
<b>FOR:</b> GM	<b>POLICY GUIDELINES ON THE USE OF OFFICIAL ELECTRONIC MAIL (E-MAIL)</b> (Revision on the Basic Electronic Mail (E-Mail) Etiquette in the Workplace (MC No. 29, series of 2020))	
<b>FROM:</b> Systems and Procedures Improvement Division		

**REFERENCES:**

1. Memo dated Sept. 21, 2021, Corrective Action on the Minor Non-Conformity (**TAB A**)
2. MC No. 29, series of 2020 Basic E-mail Etiquette in the Workplace (**TAB B**)
3. Memo dated Sept. 28, 2021, Applicable Sanctions for Violation of E-mail Etiquette (**TAB C**)
4. Memo dated Sept. 30, 2021, Response of Legal Office (**TAB D**)
5. ICTO MC No. 2015-002 series of 2015 Prescribing the GovMail Service Guidelines for Philippine Government Agencies (**TAB E**)

**SUMMARY:**

5. On Sept. 21, 2021, a memo was released by the IMS Council regarding the corrective action on the minor non-conformity found by the auditors during the external audit.
6. The SPID forwarded a memo to the Legal Office requesting for the applicable sanctions to be implemented by the Authority to prevent all forms of non-compliance to the MC.
7. The Legal Office responded through a memo, citing the penalties to be imposed for the violators of the MC, requiring the revision of the MC for inclusion of the Penalty Clause:

First Offense	-	Written reprimand
Second Offense	-	Suspension of one (1) month to thirty (30) days
Third Offense	-	Dismissal from the service

The penalty of fine may also be imposed, in the alternative, if the circumstances under Section 52 of the same Rules apply. If the violator is a non-organic MIAA employee who is considered as authorized personnel, the contract for the provision of manpower to and with MIAA shall apply.

8. Further, the Information and Communication Technology Office (ICTO) through MC No. 2015-002 series of 2015 has released the government mail service guidelines for Philippine government agencies which include the creation of official email address of offices and individuals communicating on behalf of the agency.
9. An Annex is attached to provide the procedures on how to make a request for an official office/individual email address.

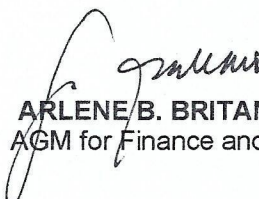
**RECOMMENDATION:**

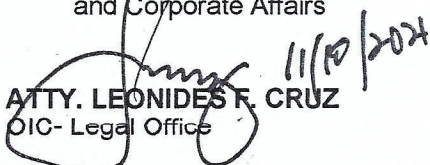
10. For signature of the General Manager on the attached MC (**TAB F**)


  
**CYNTHIA B. ALVIOLA**

**COORDINATION:**

  
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