

PPG-02

FAMILIES ANONYMOUS INC. (FA)

ELECTRONIC MAIL COMMUNICATION POLICY



Adopted by the FA World Services Board 8/15/09
Last Update May 18, 2018
Next Review May 2020

1. Purpose

- a) To ensure that electronic mail communications (EMCs) initiated by the World Service Board (WSB) and / or its committees are appropriate in message, focus, and terminology, thus presenting a consistent “face” to the fellowship and the public at large.
- b) To ensure that EMCs are consistent with FA’s Traditions and the policies/procedures of the WSB.

2. Applicability

- a) This policy is applicable to all EMCs initiated by the WSB to multiple recipients. It is not applicable to private email communications initiated by individual board or committee members, nor is it applicable to one-to-one EMCs related to regular board business.

3. Responsibilities

- a) The Data Management Coordinator (DMC) shall be responsible for maintaining a list of email contact information for registered groups, Intergroups, National Service Boards, and those who have requested to receive FA communications.
- b) The WSO Chair shall be responsible for establishing and maintaining a business process wherein all changes to FA group, intergroup, and national service board status and contact information are maintained by the DMC.
- c) Any board or committee member wishing to initiate an EMC for which this procedure is applicable is responsible for initiating and following the procedure described in Section 4.0 below.

4. Procedure

- a) The requestor forwards to the PI chair the text of the proposed communication as well as the category of intended recipients, i.e., FA-GroupContacts (Group secretaries and contacts per group registration) or FA-Newsline, all email addresses.
- b) The PI chair reviews the text of the proposed communication and either approves the proposed text or directly contacts the requestor with any concerns and/or suggested changes. Once the requestor addresses any concerns that have been communicated by the PI chair, the PI chair notifies the requestor that the ECM is approved for release, and either distributes it or requests that the DMC distribute the approved message.
- c) In those cases where the PI Chair is the initiator of the ECM, the ECM shall be submitted for approval to a WSB officer in the following order of precedence 1) WSB chair, 2) WSB vice-chair, 3) WSB secretary, 4) WSB treasurer, 5) Literature Committee chair.
- d) For time critical communications, and / or in the absence or unavailability of the PI chair, approval of the ECM may be alternately obtained from a WSB Officer or a member of the Literature committee in the same order of precedence as in Paragraph 4(c) above.
- e) In the event the requestor and the PI chair cannot reach agreement on the ECM text, the issue may be brought to a WSB officer in the following order of precedence 1) WSB chair, 2) WSB vice-chair, 3) WSB secretary, 4) WSB treasurer. Such WSB officer will adjudicate the issue and render a final decision.
- f) All board members and the DMC will be copied on all EMCs covered by this policy. The DMC will archive their copy of the EMC.

- g) It is not unusual for fellowship member email addresses to contain their full or partial last name. To ensure anonymity, all email communication transmissions will utilize “blind courtesy copy” (BCC) functionality to prevent individual recipients from access to other recipient’s email addresses.