

OVO e-mail agreements

- **Topic line:** start with: **OVO:** followed by subject
 - Every e-mail sent by volunteers from @ondernemersvoorondernemers.be is also copied to everyone's private e-mail address. Every day we are confronted with a lot of e-mails hence the importance to define the subject well by indication OVO + the subject.
 - **The subject** must be **clear** to the reader, **what + meaning / action taken**
e.g. OVO: project A - who helps with fundraising?
 - Keep in mind that not everyone is familiar with the subject.
- **Use ovo-group addresses:**
 - The address vrijwilligers@ondernemersvoorondernemers.be is in principle only used by the secretariat to inform all volunteers simultaneously about certain actions, new developments, publications or specific events. So if you want to send **a message to all volunteers - consult Björn, Karen, Nathalie, Matyas or Anne-Lise first.**
 - If you want **to write to all members of your team** you can do this **via** the 'group address' so you know that everyone in your team or workgroup will receive the mail. This e-mail address should **only** be used **for sending reports and agendas** of meetings and any **important group information** and **NOT for questions/remarks, these can be discussed by phone or e-mail with the coordinator of the team or during a team meeting.** In this way we avoid long mails that nobody can understand.
- Keep the **reader** in mind
 - **Don't** send **mail** to a **long list** of people if you only want to reach a few.
 - Only send to potential readers who are interested in the subject.
 - **Avoid** list of addressees with **individual e-mail address** - use the e-mail function 'BCC' (blind copy) or 'CC' (carbon copy). Be moderate with the use of CC in order to avoid full inboxes. Only send in CC to people involved with the subject.
 - Avoid response/reply to all addressees. **Reply** to an e-mail only **to the sender**, except if the reply is essential or important for all addressees.
 - Do not assume that everyone immediately reads his/her mails.
 - **Avoid** unnecessary emails such as 'thank you', it only contributes to an additional mail in the inbox.
- Keep e-mail text **short** and **concrete**
 - **Describe** in **the first two lines** of the email what you want to achieve.
 - Do **not** write **volumes** in an email, keep in mind that people often do not read to the end.
 - Keep email content to one subject.
- If the subject is extensive or complicated, **discuss** it over the **phone** instead of e-mail. An e-mail can be sent afterwards as a conclusion.
- **Re-read** e-mail before sending.
- Keep in mind, for urgent emails, that **OVO's regular team does not generally work on weeknights, holidays or weekends.**