



<b>Email Signature Block Standard</b>	Administrative Regulation No. 1.03
Effective Date: 12/14/20 Revised/Superseded:	

Approved by City Manager: 

**1. Overview of Purpose and Scope of this Regulation.**

- 1.1. This Regulation is to establish procedures detailing acceptable signature block of e-mails.
- 1.2. The City provides computers and communication systems (telephone, voice mail and electronic mail, all centralized computer systems, and the local/wide area networks) to support employees in their day-to-day work-related communications.
- 1.3. All e-mail correspondences should be treated as a formal form of communication. As with any formal communications standard signatures are expected. This extends to all e-mail communications – internally and externally.
- 1.4. This Regulation is an implementation of the City Manager’s authority derived from the City of San Bruno Municipal Code, resolutions of the City Council, and other minute order direction from the City Council.

**2. Definitions.**

- 2.1. The words, terms and phrases, when used in this Regulation, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning.

**3. Procedures.**

- 3.1. The following defines the proper construction of the e-mail signature block used for the City of San Bruno employees.
- 3.2. The signature block will contain the following information to identify the sender and give the parties receiving the message enough information to reply by letter, phone or e-mail as needed and to remind the public of the City’s social media communication portals. It is understood that not all employees need to provide the same degree of contact information, if an item is not marked optional, then it’s required.
- 3.3. City signature blocks require a link to the City of San Bruno’s Emergency Alert System and other social media accounts.

- 3.4. Please see *Attachment A* for Signature Block Options which include fonts, colors and styling.
- 3.5. Do not include an image of your actual signature; it could be used fraudulently.
- 3.6. Fax numbers or City issued cell phone numbers may be provided at the discretion of the employee.

3.7. Department Managers When Delegating Email Authority:

3.7.1. Sample:

**Assistant:** Name / complete phone number / email

- 3.8. Emails containing confidential information must include the following disclosure information as part of the signature block.

*PRIVILEGE AND CONFIDENTIALITY NOTICE: This message, together with any attachments, is intended only for the use of the individual or entity to which it is addressed. It may contain information that is confidential and prohibited from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination or copying of this message or any attachment is strictly prohibited. If you have received this message in error, please notify the original sender immediately by telephone or by return e-mail and delete this message along with any attachments from your computer. Thank you.*

- 3.9. View the following tutorial to learn how to set up multiple signatures so that you have the option to include the disclosure only when necessary. Microsoft Outlook Instructions and Tutorial:  
<https://support.microsoft.com/en-us/office/create-and-add-a-signature-to-messages-8ee5d4f4-68fd-464a-a1c1-0e1c80bb27f2>
- 3.10. Employees must include their official job title. Working titles are permitted with Department Director approval.
- 3.11. Department-specific vision/impact statements may be included as well as limited duration Citywide informational statements to inform the public regarding facility closures, emergency services, shift information, changes in hours, etc. may be included per department discretion.

## Email Signature Block Standard – Attachment A

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### Signature Block Options

- General with City Logo
- General without City Logo
- Mobile Device
- Department Specific with Logo

### General with City Logo



**Name**

Job Title

City of San Bruno (link to City Website)

Complete Building Address (Ex. 567 El Camino Real, San Bruno, CA 94066)

Office Phone: (650) XXX-XXXX / Email address

### General without Logo

(may be used for reply emails)

**Name**

Job Title

City of San Bruno (link to City or Department Website)

Complete Building Address (Ex. 567 El Camino Real, San Bruno, CA 94066)

Office Phone with Area Code | Email

### Mobile Device

-Name, Job Title

City of San Bruno

Cell Phone (with Area Code)

Email

Sent from via mobile device

## Department Specific (Police)



### **Name | Job Title**

Role/Shift

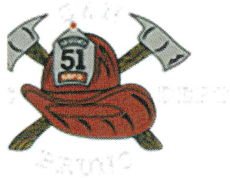
San Bruno Police Department ([link to website](#))

Phone: (650) XXX-XXXX Cell: (650) XXX-XXXX

Email Address



## Department Specific (Fire)



### **Name | Job Title**

San Bruno Fire Department ([link website](#))

555 El Camino Real

San Bruno, CA 94066

Office Phone: (650) XXX-XXXX

Email Address



## Department Specific (CityNet)



### **Name**

### **Job Title**

San Bruno CityNet Services ([link to City Website](#))

398 El Camino Real, San Bruno, CA 94066

Office Phone: (650) 616-3100

Main Office: (650) 616-31XX

24 Hour Technical Support: (877) 646-6407

Email

### Email Signatures must include an SMC Alert. Options include:

- Don't miss out on the latest news, subscribe to the [City Manager's e-Newsletter!](#) ([link to Newsletter](#)) [Stay Connected with San Bruno by emergency alert and social media..the City with a heart](#) ([link to City of San Bruno's Stay Connected webpage](#))
- Receive real-time, local emergency information and instructions by signing up for [SMC Alert](#)
- [Stay Connected with San Bruno by emergency alert and social media the City with a heart](#) ([link to City of San Bruno's Stay Connected webpage](#))