



DEPARTMENT OF ENVIRONMENT AND NATURAL  
RESOURCES  
KAGAWARAN NG KAPALIGIRAN AT LIKAS NA YAMAN



**MEMORANDUM**

**FOR** : All Officials and Employees

**FROM** : The Director  
Knowledge and Information Systems Service

**SUBJECT** : **GUIDELINES ON THE DISTRIBUTION AND USE OF DENR EMAIL**

**DATE** : 11 9 SEP 2024

The DENR Email system is a vital tool for both internal and external communications and collaboration in the Department. It enables efficient exchange of information, facilitates coordination among offices, and supports the Department's mission to protect the environment and natural resources.

Currently, due to budget constraints, DENR has prioritized issuing email accounts for all officials, plantilla positions, and selected Contract of Service (CoS) personnel in the Central Office only. In addition, all offices in the Central Office and selected offices from the Regional and Staff Bureaus have been provided with official email addresses.

**Objectives**

- To establish clear and consistent guidelines for the distribution and use of the DENR email system.
- To ensure the secure, efficient, and professional use of DENR email for official communications.
- To protect the confidentiality and integrity of sensitive information transmitted via DENR email.
- To promote compliance with relevant laws, regulations, and policies governing the use of electronic communications.

**Scope**

These guidelines apply to all regular and contractual employees of the DENR who have been granted access to the official DENR email system.

These guidelines encompass the distribution of DENR email accounts, specifying permissible and prohibited uses, emphasizing the importance of security and confidentiality measures.

**Distribution of DENR Email**

**Eligibility:** DENR email accounts are to be provided to all regular and CoS employees for official business purposes, subject to account availability.

**Account Creation:** Requests for new email accounts or modifications of existing accounts (e.g., name changes, deactivation) should be submitted to the Knowledge and Information Systems Service (KISS).

**Confidentiality:** DENR email addresses should not be shared with individuals or entities outside the department without proper authorization.

## Use of DENR Email

**Official Business:** The DENR email system is intended for official communications related to the department's mandate and functions. Personal use should be kept to a minimum and should not interfere with work responsibilities.

**Professionalism:** All emails should be written in a clear, concise, and professional manner. Avoid using slang, jargon, or offensive language.

**Confidentiality:** When sending sensitive or confidential information via email, it is recommended that you apply appropriate security measures like encryption measures.

**Attachments:** Be mindful of the size of attachments. Large files may cause delays or delivery failures. Consider using alternative methods (e.g., Google drive, other file sharing platforms) for very large files.

**Spam and Phishing:** Exercise caution when opening emails from unknown senders or clicking on links or attachments. Be aware of common spam and phishing tactics.

**Record Retention:** Emails are considered official records and should be managed in accordance with the DENR's record retention policies.

**External Communication:** Email communications to agencies external to the Department should be sent using only the DENR officially issued email account.

### Prohibited Activities

The following activities are strictly prohibited when using the DENR email system:

- Sending or forwarding chain letters, hoaxes, or other unsolicited messages.
- Using DENR email for commercial or personal gain.
- Sending or forwarding offensive, discriminatory, or harassing content.
- Accessing or attempting to access another user's email account without authorization.
- Using DENR email to engage in any illegal activity.

### Non-Compliance

Any reported abuse, misuse, inappropriate use and non-compliance to these guidelines on the use of the of the email system shall be subject to disciplinary action in accordance with the Civil Service Commission's prescribed Uniform Rules on Administrative Cases in the Civil Service (See Annex B.1 and B.2 for the list of possible violations and equivalent administrative offenses and sanctions).

### Implementation and Review

These guidelines are effective immediately. The KISS shall conduct periodic reviews thereof to ensure its relevance and effectiveness.

For any questions or concerns regarding these guidelines, please contact KISS at telephone number 8925-2347 and email: [kiss.od@denr.gov.ph](mailto:kiss.od@denr.gov.ph)

Thank you for your cooperation.

  
Digitally signed by Romasanta  
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**ARLENE A. ROMASANTA**