

## HANDLING EMAILS OF SEPARATED STAFF

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### 1.0. PURPOSE

To establish a standard procedure pertaining to the management of emails of separated staff.

### 2.0. SCOPE

This procedure shall apply to all Bigfoot employees, consultants, mentors, interns across all entities, with Bigfoot/IAFT email account/s.

### 3.0. PROCESS

#### Step 1: Notice of Separation

Once notice is received from HR, departing staff's email forwarding is set on the day after his last day of work or on the day of his departure, in the event that staff will leave earlier than scheduled.

By default, user's email database is backed up by service desk upon surrender of the departing staff's computer.

#### Step 2: Forwarding

Departing staff's email is forwarded to:

- a. the replacement or to another employee specified by HR through an ISC
- b. the immediate superior in the absence of, or while waiting for a replacement of the separated staff

In some cases, forwarding may be set to two or more employees.

Once the replacement starts, the immediate superior may opt to reset the forwarding to the replacement, to another employee or to both.

#### Step 3: Notice of email forwarding is sent out to the recipient of the departing staff's emails, either to the replacement or to his immediate superior.

This is done almost simultaneously with the setting of the forwarding. Any changes made on the forwarding are likewise disseminated to all parties concerned.

#### Step 4: Hibernation: Standby Period

- a. Emails of departing staff would usually stay active (set to forwarding mode) in the next three (3) months or even longer, on a case to case basis.

- b. However, from day one of the hibernation period, no auto responder is set.
- c. After the set hibernation period, the email account is sent to “exfoot” or “catchall” where relevant emails are forwarded to its intended recipient.
- d. “Exfoot” is checked by an HR staff on a regular basis. This is to ensure that all valid/legitimate communications are answered and or forwarded to the right person.

**Back-end Process**

In the event that a departing staff has multiple email accounts resulting from email transitions, all his emails from the previous systems/servers will be consolidated into his primary email account. Due to bulk size, the transition and consolidation of these emails happen even during the start of the hibernation period.

**4.0. POLICY ISSUANCE AND REVISION HISTORY**

Revision	Issuance Revision		Approval Matrix				Reason
	History	Date	Dept.	Prepared	Reviewed	Approved	
Rev. 00	Establish	11/27/09	HR	Jae Rosario/ David Overton	Stephanie Manuel	Kacy Andrews	New Policy