Email Decision Diagram – Keep or Destroy?

**STEP 1**

Needed for your work?

Provided evidence of official business, policies, actions, transactions, or decisions? (E.g., required for ongoing legal, fiscal, and/or audit purposes.)

**NO**

Routine and non-business

**YES**

**STEP 2**

Final document?

OR Draft or revision with information on decisions/approvals not found elsewhere?

OR Working materials integral to understanding final document?

**NO**

Drafts and working materials

**YES**

**STEP 3**

Are you the main or only recipient in your ministry or agency?

**NO**

Copies

**YES**

**TRANSITORY EMAIL EXAMPLES**

- Training/conference advertisements
- Event announcements
- Meeting arrangements
- Simple messages re. commonplace interactions (e.g., request to return a call)
- Copies/extracts for reference convenience
- Cover memos that do not add value to attachments
- Personal email

**OFFICIAL EMAIL EXAMPLES**

- Directive or approval for particular course of action
- Draft or revision with unique information on decisions or approvals
- Final report or recommendations
- Meeting agenda or minutes
- Policy changes or developments
- Integral to understanding a customer/client relationship, issue, decision, or project
- Work and project plans

**REDUNDANT SOURCE EMAIL**

When the official file copy of the non-transitory email has been saved in the office recordkeeping system, the source email is redundant and can be deleted.

- Drafts or revisions that do not provide information on decisions or approvals not available elsewhere
- Duplicates that have already been filed, or reproduced/summarized in an official record
- Rough notes and calculations

Cc or bcc recipient copies (provided you are not the main or only recipient in the business unit)

**Additional Information:** Contact your Records Officer or check out the Records Management website – see especially the Transitory Records Guide.