



Sample Communications Policy

Policy Title: Sample Communications Policy

Introduction:

Effective communication is essential for the success of [Company Name]. This Communications Policy outlines the guidelines and expectations regarding internal and external communications. All employees are expected to adhere to these guidelines to maintain a consistent and professional image for the Company.

Internal Communications:

- **Email Communication:**
 - Use Company-provided email addresses for all work-related communication.
 - Clearly and concisely communicate in emails, specifying the purpose and action required.
 - Avoid using inappropriate language, and ensure all emails adhere to professional standards.

- **Meetings:**
 - Attend required meetings punctually and prepared.
 - Actively participate in discussions and contribute constructively.
 - Avoid side conversations and distractions during meetings.

- **Team Collaboration:**
 - Utilise designated communication channels (e.g., messaging apps) for team collaboration.
 - Respond promptly to team messages and requests.
 - Foster a positive and respectful environment in all communications.

External Communications:

- **Customer Interactions:**
 - Provide exceptional customer service in all interactions.

- Maintain a friendly and helpful tone when communicating with guests.
- Resolve guest issues promptly and professionally.

- **Media and Public Relations:**
 - All media inquiries should be directed to the designated spokesperson or management.
 - Avoid making statements on behalf of the Company without proper authorisation.
 - Coordinate with the marketing and PR team for official statements and press releases.

- **Online Presence:**
 - Be mindful of your online presence, ensuring that personal social media accounts reflect positively on the Company.
 - Do not share confidential information about the Company, guests, or colleagues on social media.
 - Report any online reviews or comments that require attention to the designated department.

Confidentiality:

- **Guest Information:**
 - Protect the privacy of guests by not disclosing any personal information.
 - Handle guest data in accordance with relevant data protection laws.

- **Company Information:**
 - Do not share internal Company information, strategies, or proprietary data with external parties.
 - Use discretion when discussing Company matters outside the workplace.

Emergency Communication:

- **Emergency Protocols:**
 - Follow established emergency communication protocols.
 - Communicate clearly and calmly in the event of an emergency.

- **Crisis Communication:**
 - Designated spokespersons will handle external communication during crises.
 - Employees must refrain from providing unauthorised information to the media or the public.

Reporting Violations:

- **Whistleblower Policy:**
 - Report any violations of this Communications Policy promptly to the appropriate supervisor or management.
 - Retaliation against individuals reporting violations is strictly prohibited.

Review and Updates:

- **Policy Review:**
 - This Communications Policy will be reviewed annually to ensure relevance and effectiveness.
 - Updates may be made as needed to address changes in communication technologies or Company operations.

By adhering to this Communications Policy, we contribute to creating a positive and professional environment at [Company Name]. Thank you for your commitment to effective and respectful communication.

Approved by General Manager _____ **Date:** _____