



Company Communications Policy

Policy Statement:

The Company Communication Policy aims to establish guidelines and provide information on effective and professional communication practices within the organization. Clear and effective communication is essential for maintaining smooth operations, fostering collaboration, promoting understanding, and ensuring a positive work environment. This policy defines appropriate communication methods, etiquette, and guidelines for the use of company communication channels.

Policy Guidelines:

1. Use Appropriate Channels:

- a. Employees should use company-provided communication channels (emails, instant messaging tools, project management software) for all work-related communication, ensuring professionalism and confidentiality.
- b. Personal or non-work-related communication should be strictly limited during working hours to avoid disruptions and maintain productivity.
- c. Usage of external communication platforms (social media, personal email accounts) for work-related communication without prior permission is prohibited.

2. Professional Language and Tone:

- a. All communication should adhere to professional language, tone, and grammar while maintaining respect and courtesy towards colleagues, clients, and partners.
- b. Avoid the use of offensive, discriminatory, or disrespectful language that could cause harm or be interpreted negatively.
- c. Emoticons and abbreviations should be used sparingly and only when appropriate.
- d. All customers will be addressed by name, and all staff will identify themselves by name.

3. Confidentiality and Data Protection:

- a. Company information, including sensitive data, should not be shared externally or internally with unauthorized individuals.
- b. Encryption and other security measures must be followed while transmitting confidential information electronically.
- c. Employees should avoid discussing topics related to clients, partners, or other employees in public forums, protecting their privacy and maintaining trust.

4. Timeliness and Responsiveness:

- a. Respond to emails, messages, and requests promptly, demonstrating professionalism and a commitment to open communication.
- b. If there is a need for a longer response time, acknowledge receipt of the communication and provide a timeframe for a full response.

c. Urgent or time-sensitive matters should be prioritized promptly, ensuring efficient resolution.

5. Respect for Diversity:

- a. Maintain a respectful and inclusive communication environment, valuing varied perspectives and experiences.
- b. Avoid engaging in or promoting discussions that may discriminate or harass individuals based on factors such as race, gender, religion, age, disability, or sexual orientation.
- c. Seek clarification rather than making assumptions regarding cultural differences during cross-cultural communication.

6. Monitoring and Enforcement:

- a. The company reserves the right to monitor employee communications for compliance with this policy.
- b. Violations of this policy may result in disciplinary action, which could include verbal/written warning, suspension, or termination, based on the severity of the offence.

7. Training and Awareness:

- a. Employees will receive training on this policy during onboarding, and regular updates will be provided to ensure awareness and compliance.
- b. Managers should lead by example and encourage positive communication practices within their teams.

8. Conflict Management

If an employee encounters a situation of conflict, the employee should:

- a. Use calm and respectful language at all times, do not escalate the situation
- b. Aim to have a witness on hand, preferably another employee
- c. If the situation begins to escalate, terminate the conversation, ask the customer politely to leave and write an incident report. The report must be sent to Directors immediately.
- d. If the customer will not leave, call the police without hesitation.

9. Lone Working

In order to minimise the risks associated with lone working, all lone workers must:

- a. Ensure they carry the emergency phone, VHF radio life jacket and EPRB with them at all times
- b. Lone workers should check in via the group WhatsApp chat every 30 minutes during their shift
- c. If no communication has been received after two hours, the marina manager should make every effort to make contact with lone worker on duty.

This Company Communication Policy is subject to periodic review and updates to align with changing organizational needs and industry standards. Employees are expected to familiarize themselves with this policy and uphold its principles in their daily communication practices.

Signed by Employee.....

Name of Employee..... date.....

