

Insert company Logo



| Policy Name: | **Communication Policy** |
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| Policy Number: |  |
| Version: | Effective Date: |

|  | **Name** | **Designation** | **Signature** | **Date** |
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| Prepared By: |  |  |  |  |
| Reviewed By: |  |  |  |  |
| Approved By: |  |  |  |  |

| **Date** | **Version** | **Summary of Change** |
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# **DEFINITION**

1. **Communication** is the process of exchanging information and ideas, both verbal and non-verbal between one person/s and another person/s within the Organization. It includes emails, text messages, notes, calls etc.
2. **Company/ Organization** means all the businesses which are under the umbrella of ***“Company Name”*** group.
3. **Member/ Employee** means a person employed with ***“Company Name”*** at all levels for wages or salary.
4. **Management** means the group of individuals that operate at the higher level at ***“Company Name”*** and have day-to-day responsibility for managing all individuals and maintaining responsibility for all the key business functions.

# **PURPOSE**

* To ensure that the Company's information disclosed to the investing public are: - Factual, accurate, balanced, timely; and - Broadly disseminated in accordance with all applicable legal and regulatory requirements.
* To set expectations and manage the flow of communications within and outside the organization.
* To reduces conflicts and misunderstandings within the Organization.

# **APPLICABILITY**

* This Policy applies to all the Members of the ***“Company Name”*** across all the locations and branches. Employee shall mean all individuals on full-time or part-time employment with the Company, with permanent, probationary, trainee, retainer, temporary or contractual appointment.

# **RESPONSIBILITY & ACCOUNTABILITY**

* All Members

# **POLICY**

The policy Refers to the exchange of ideas and communication within an organization. Employees at ***“Company Name”*** are encouraged to communicate with their superiors, peers, subordinates and all external stakeholders in a manner which is accurate, clear and productive. Communication in ***“Company Name”*** is carried out internally and externally majorly in the following mediums.

## **Employee Internal Communication**

Effective internal communication is a tool which is of utmost importance to maintaining transparency within the company amongst employees. There are different modes of internal communications you can look forward to at ***“Company Name”.***

1. **Meetings-** Meetings are formal means of communication which happen constantly through all the departments. People handling functions which occur at multiple destinations and those who work independently, are required to meet on a regular basis. In addition to this would be the [regular meetings](https://www.keka.com/one-on-one-meeting-software/) of the department heads with Company management, to ensure smooth functioning.
2. **Company Intranet-** All important communication from the company to the employees will be handled through our intranet system. Information such as messages from the CEO’s desk, events lineup for the month/year ahead, important announcements, training requirements and modules and suggestion corners will all be found on our Intranet.
3. **Town hall Meetings**- We at **“Company Name”** believe in transparency in communication across the organization and the access of all the employees to the Company’s management. This town hall meeting is conducted once a ***“time frame”*** on first/last day of the ***(week/ month/ quarter).***

## **External and Social Media Communication**

* Employees may be contacted at different points of time by the media or outside sources with a request for information about the Company or its employees or policies. In order to avoid providing inaccurate or incomplete information, all outside queries regarding the Company need to be routed through the spokesperson of the Company.  This would save the Company considerable loss financially and/or legally in the absence of an organized channel to handle outside queries.
* When it comes to posting on social media, employees may/may not associate themselves with the company. If they are allowed to associate themselves with the Company, the employees must clearly brand their online posts as personal and purely their own. The Company will not be held responsible for any repercussions the posts might generate.
* Divulging sensitive Company information is strictly prohibited and will be penalized. **Employees may refer to the Social Media Policy document for more details.**

# **RESTRICTIVE CLAUSE**

* Any exceptions to the above would be at the sole discretion of the Management.
* Management reserves the right to change and or modify the policy without stating any reason.
* The organization reserves its right to withdraw this policy without assigning any reason by using its sole discretion which will be binding on all members. The Employees hereby unconditionally agree to all such changes/ amendments/ additions/ deletions/ modifications.
* The Company's reputation and credibility are based upon its total commitment to ethical business practices and also on ethical conduct of its Employees. To safeguard the Company's reputation, Employees must conduct themselves in accordance with the highest ethical standards and also be perceived to be acting ethically at all times. Compliance with all policies of the Company, relevant applicable laws and regulations is the minimum standard which should be adhered to by all the Employees all the times.



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