

**INTERNAL COMMUNICATIONS****BACKGROUND**

Research clearly demonstrates that companies with clear policies and effective systems for internal communications are more likely to be successful.

**POLICY**

It is the company's policy to be open and honest in all its dealings with employees, involving them in business decisions and providing regular and relevant information about the company.

The company recognises that managers are the main channel of information and will carry responsibility for the quality and timeliness of information.

The company undertakes that it will endeavour to ensure that people hear news first officially, rather than through the grapevine.

Communication is more than imparting information so managers will also 'walk the job'.

The company recognises that communication is as much listening as it is talking and will ensure that wherever possible, communication will be face-to-face. It will also provide a mechanism to enable staff to have questions and concerns addressed in a timely way.

The company will provide communications training and development for employees.

All managers and supervisors will be appraised on their communications skills and activities.

The company will endeavour to adopt best professional practices and methods of communication.

**OBJECTIVES**

To increase understanding of the company's plans and business decisions.

To ensure people have all the information they need to do their jobs.

To help individuals feel involved.