

COMMUNICATION POLICY

1. POLICY AIM

- a. It is the policy of this Company to communicate information about the Company's activities to all employees on a regular basis, and to encourage employees to provide ideas and feedback to management on all aspects of the Company's operations. The Company believes that a regular flow of information from management to staff and vice versa will enhance its effectiveness and productivity.
- b. Specifically, the Company will hold regular meetings with all employees. During these meetings information will be provided about matters such as:
 - i. the organisation's general progress and profitability
 - ii. any recent and probable developments in the business, for example information about company performance and strategic planning
 - iii. recent and probable developments concerning the organisation's economic situation, for example contracts won or lost
 - iv. planned structural changes within the organisation, especially if circumstances arise which might create a threat to job security
 - v. any management decisions likely to lead to changes in work organisation
 - vi. any potential changes to policies and procedures and/or the terms and conditions of employees' employment
 - vii. information about health and safety issues
 - viii. information about equal opportunities matters
 - ix. Departmental information, for example changes in work methods or specific issues that have arisen locally
- c. In communicating information to employees about the company's activities and plans for the future, the Company also wishes to encourage employees to provide feedback, including ideas, suggestions and proposals as to how the Company can improve the way in which it operates its business.
- d. In addition to information and consultation through the team meetings, the Company will:
 - i. communicate general information and news about its activities through a regular newsletter
 - ii. send out e-mail alerts to individual employees to communicate important news items or new developments
 - iii. post notices on notice-boards to remind employees of important information, including statutory notices
 - iv. regularly update its employee handbook and policies and make copies of these available to all employees.
- e. The Company believes that regular communication of this nature will produce benefits for all, including:
 - i. improved motivation and commitment;
 - ii. better identification of and solutions to day-to-day problems;
 - iii. better management decisions;

- iv. increased understanding about management decisions or the need for change;
- v. increased levels of trust and improved working relationships.

2. FEEDBACK

- a. All employees are encouraged to come forward to their manager if they have an idea, suggestion, proposal, problem or any type of feedback that they believe could improve efficiency and/or benefit the Company in the running of its day-to-day affairs.
- b. The Company believes in the "open-door principle", i.e. that every employee should feel comfortable in approaching his/her manager to raise and discuss any issues that are of concern or interest to him/her.

3. PROCEDURE

- a. All employees, contractors and agents provide timely updates and reports in line with their activities and projects.
- b. Monthly staff meetings are scheduled where possible to enable a full exchange of information and views between all employees.
- c. Where meetings are impossible due to work commitments and International visits, regular teleconferences / online meetings are scheduled.
- d. The Company will take employees' views, suggestions, proposals and queries on board and give them full and fair consideration, although no guarantee can be given that any particular suggestion or request will be implemented.
- e. Appropriate feedback will be provided at the following meeting or, if possible, before that time.
- f. Employees who wish to communicate any idea, suggestion, proposal or problem to management, may raise the matter directly with his/her own line manager on a face-to-face basis at any time.

4. DISCLOSURE OF CONFIDENTIAL INFORMATION

- a. The Company is committed to providing timely, accurate, and complete disclosure of its basic company information in an appropriate manner.
- b. Disclosure of confidential information is however strictly prohibited as detailed in the Company's Confidentiality and Non-Disclosure Policy and Employee Handbook.
- c. Violation of this requirement may attract legal redress.

5. PUBLIC STATEMENTS OF PERSONAL OPINION

- a. Employees, contractors and agents representing the Company should refrain from making public statements of personal opinion regarding the Company or its clients and stakeholders.
- b. Such public statements may include quotes given to media, contribution to blogs, published articles, etc.
- c. Any such public statements must be approved by the CEO before publication.

6. EXTERNAL COMMUNICATIONS

- a. All external communications must be approved by the Company CEO.
- b. The CEO shall approve all communication with government representatives and regulators, as well as confidential or sensitive information.
- c. All presentations/materials for external use must be reviewed by the Company CEO prior to exposing these documents to the stakeholders to ensure brand compliance and accuracy of information related to the Company. This includes presentations to external stakeholders at meetings, seminars, conferences, etc. and materials to be uploaded to the website.
- d. The Company recognises that active communication with different stakeholders and the general public is an integral part of its Strategy. In order to reach its overall goals for communication, the following guiding principles should always be adhered to:
 - i. Only Authorised Persons shall be permitted to have formal engagements with external stakeholders via media engagements and press releases
 - ii. All information must be conveyed through the appropriate and approved communication channels to the Company's clients and stakeholders in a timely manner.
 - iii. All requests for information by stakeholders shall be responded to without unnecessary delays. A turnaround time of five (5) working days shall apply to all requests; where the information sought may require more time to deliver, an acknowledgement of the request must be made within the stipulated time period
 - iv. All information disseminated to clients and stakeholders shall be accurate, transparent and open as possible, while considering the need to protect the Company's confidential information
 - v. The company and its employees, contractors and agents shall proactively develop contacts with the Company's target stakeholder groups and ensure timely, open and constant communication
 - vi. All communication must be legal, professional, clear, concise and intentional

7. POLICY REVIEW

- a. This policy does not form part of an individual's contract of employment and may be amended from time to time.