

COMMUNICATION POLICY

Effective February 13, 2023

Point of Contact
Joseph Martz

PURPOSE

The purpose of this policy is to outline the terms and methods that employees must adhere to when communicating internally and externally during working hours.

SCOPE

This policy applies to all employees of Smash Town Studios.

INTERNAL COMMUNICATION STANDARDS

Internal communication is required to always be professional. Acknowledging that Smash Town Studios is a small company, formality of communication is variable and can be highly situational.

Strong, healthy communication is the goal of this policy. Conflicts may arise between individuals or groups and should be dealt with personally if possible. If personal reconciliation is not possible, the issue should be raised to an immediate supervisor or third-party mediator. Everyone is entitled to open and honest communication. Criticism is not the same as conflict and should not be treated as such when used constructively.

All individuals are expected to be in contact regularly during the week. All relevant communications should be acknowledged or responded to within 48 hours. The 48-hour policy does not constitute deadlines for work associated with the message.

Communication should proceed using the methods outlined below. Any communication outside of these listed mediums is also governed by the communication protocols outlined above, with the potential exception of the 48-hour policy.

Medium	Content	Timing
Discord		
Meeting Room 1	Scheduled Meetings	Weekly minimum
Meeting Room 2	Misc. Project Discussion	As Needed
General	Individual/Personal Communication	As Needed
Announcements	Important information, Updates	As Needed
Meeting Plans	Scheduling for Meetings	Continuous
Other		
Phone Call	Emergency	Emergencies Only

MEETINGS

Meetings will be held weekly in the official Discord server in meeting room 1. These meetings are where the bulk of project planning and assignment of responsibility will be decided.

All efforts should be made to attend the meetings. If a meeting does not have full attendance, a summary of the meeting will be posted in the Announcements tab in the Discord server. Anyone unable to attend the meetings should read and respond to the announcement with questions, concerns, or an acknowledgement ASAP. Inability to complete work before a deadline due to late responses is unacceptable and will be documented.

EMERGENCY CONTACT

Individuals are expected to be open to emergency communication near deadlines. Everyone should have a copy of the emergency contact list. Scheduled 'blackouts' for communication should be made available when approaching deadlines - If you will not be able to be reached for any reason, it should be documented in advance. Any violations of the emergency contact policy will be documented and included in performance reviews along with any rebuttal submitted by the individual, unless excused due to circumstances beyond control.

EXTERNAL COMMUNICATION STANDARDS

Communication between outside parties and Smash Town Studios is restricted to authorized spokespersons acting within their designated role only. This includes, but is not limited to posting of company work product, social media engagement, client communications, issue reporting, etc. All external communication should be entirely professional in nature.

ROLES

Member roles are outlined below.

- Project manager – **Wesley** - keeps project deadlines on track; manages team members
- Lead developer – **Bryce** - keeps dev on track; manages codebase; handles merges from pull requests.
- Client liaison – **Marcos** - coordinates activities and expectations with client
- Web content manager – **Benjamin** - posts public facing content (note that this isn't the same role as a web designer/developer)
- IT administrator - **Joe** - responsible for GitHub admin and build pipelines
- Support lead – **Joe** - manages issue tracking