

# Communications Policy

PHX100

## Contents

Purpose.....	2
Policy Statement.....	2
Principles.....	2
Disclosure of Confidential Information.....	2
Version Control .....	3
Document Approval.....	3

Confidential

## Purpose

The purpose of this Policy is to define and provide guidelines on the extent, quality, and output of communication by Phoenix Software ("the Company").

## Policy Statement

The Company is committed to the dissemination of timely, accurate and quality information to its internal and external stakeholders. All internal and external communications should be aimed towards the achievement of the Company's vision and mission and should be in line with its approved Strategy. Only the Managing Director, or authorised delegates, are permitted to undertake the Company's internal and external communication.

## Principles

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 principles should be adhered to:

- All information must be conveyed in a timely manner;
- All communication must be clear, concise, and intentional;
- All communication must be consistent in style and message;
- Communication between and amongst staff must be professional at all times.

Only authorised persons shall be permitted to have formal engagements with external stakeholders via media engagements or press releases;

## Disclosure of Confidential Information

Disclosure of confidential information is strictly prohibited as detailed in the Company's employment contracts which are signed by all members of staff. Any violation of this will result in disciplinary action.

Stakeholder	Communication Channel/s
Customers	Seminars, website, letters, email correspondence, press releases, corporate presentations, quotes
Staff	Intranet, emails, whole company meetings, team meetings, website, letters
Board of Directors	Emails, letters, Board & Committee Meetings

## Version Control

<u>Author</u>	<u>Version</u>	<u>Date</u>	<u>Description</u>
Trevor Hutchinson	1.0	07/09/2020	Original Document
Trevor Hutchinson	1.0	01/11/2021	Annual review – no changes
Trevor Hutchinson	1.0	01/11/2022	Annual review – no changes

## Document Approval

<u>Name</u>	<u>Version</u>	<u>Date</u>	<u>Position</u>
Sam Mudd	1.0	07/09/2020	Managing Director
Sam Mudd	1.0	01/11/2021	Managing Director
Clare Metcalfe	1.0	01/11/2022	Operations Director

Signed: *Clare Metcalfe* Clare Metcalfe, Operations Director

Dated: 01/11/2022