

## **COMPANY COMMUNICATION POLICY**

### **1. POLICY**

TNGC, including its affiliate companies like Sophia Jewellery, Inc., Sungold Technologies, Inc., Iconiqlast Studios, Grow Your Business, Pinoy!, Inc., has established this policy to provide clear standards and guidelines to all Team Members regarding the use of all forms of communication digital messaging or otherwise, including but not limited to email and instant messaging (IM).

### **2. PURPOSE**

The use of email and instant messaging (IM) services across TNGC and its affiliated companies are intended to facilitate business related communication, sharing of corporate information and to enable internal users to communicate directly with each other using email, IM, voice to voice calls or video conferencing.

These services are not intended to replace the traditional memos but rather supplement the communication tools available to Team Members.

The aims of this policy are to:

- Explain the appropriate use of email and instant messaging as a communication tool;
- Explain expectations regarding response time to each method of communication;
- Set out the responsibilities of all Team Members when sending and receiving email and instant messages, voice to voice calls or video conferencing.

### **3. SCOPE**

This policy applies to all Team Members of TNGC and its affiliated companies regardless of employment status.

### **4. RESPONSIBILITY**

- 4.1 Team Members must update their mobile number and email address in the HRIS
- 4.2 Team Members are expected to check their work email during work days and during work hours. If this is not possible, they may inform their immediate heads and arrange for an automatic response that says they are out of the office and when they can respond to the email or who will respond to their email

while they are away. It is assumed that each Team Member has checked his/her email for the day.

- 4.3 Department Heads, Managers and Directors will monitor the use of these services to ensure that they are being used for a valid work-related purpose.
- 4.4 Department Heads and Managers will make sure that all work-related messages sent by these services should not be used for personal or social use by subordinates.
- 4.5 Team Members are responsible for their own actions in relation to the use of these services and should be aware that stored conversations can be disclosed:
  - a. At court;
  - b. As part of a Data Protection request;
  - c. As part of disciplinary or misconduct proceedings.
- 4.6 Team Members should report any communication they receive which contains inappropriate content to their Immediate Heads or HRD.
- 4.7 Team Members must demonstrate awareness of their surroundings when discussing information of a personal or sensitive nature (e.g. investigative techniques, or investigations). This specifically applies when communicating via telecommunication services, IM (voice or video) calls, or any other devices.

## **5. DEFINITION OF TERMS**

- 5.1 Instant Messaging – used to send messages employing the internet such as but not limited to Facebook Messenger, Viber, WhatsApp etc
  - 5.1.1 Viber - an instant messaging application with cross-platform capabilities that allows users to exchange audio and video calls, stickers.
  - 5.1.2 Facebook Messenger - mobile messaging app used for instant messaging, sharing photos, videos, audio recordings and for group chats.
- 5.2 Text Messaging – use to send messages using the cellular phone service
- 5.3 Electronic email (e-mail) – is a message that may contain text, files, images, or other attachments sent through a network to a specified individual or group of individuals.

## **6. GUIDELINES**

**6.1** Team Members must respond to in-company communication within the below time frame. Exceptions are emergency cases as determined by the Management.

6.1.1 Electronic mail (e-mail) – within twenty-four (24) hours from time of receipt, not from time of reading. In case of rest days or holidays, on the next working day.

6.1.2 Instant/ Text Messages – within one (1) hour from receipt, but only during work hours. This includes text messages using cellular phone service, Facebook messages, Viber messages and the equivalent. In case of rest days or holidays, on the next working day.

6.1.3 Calls- within one (1) hour from receipt of the first call

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Note: Team Members are not expected to answer e-mail, instant and text messages during vacation leave and rest days except during work hours. However, calls must be returned as soon as possible due to the urgency of their nature.

This means that if team members receive a message on Messenger on their rest day or after office hours (ex: 10pm), they are not expected to reply until the next working day. However, calls must be taken on rest days, after office hours, and holidays because team members know not to call if concerns are not urgent.

6.2 In the event that a Team member is on vacation leave, maternity/paternity leave, sick leave and is not able to read emails for two (2) days or more, it is important to say so. It is best to set an out of office message which is an automated response that lets a sender know you are away from your workstation, so will not be reading or responding to emails as quickly as usual. It is used to tell the sender the following important fact:

6.2.1 when a sender can expect a response - providing a realistic timeframe for a response is important for setting a sender's expectations;

6.2.2 how long you'll be away for and when you will return - this should be a specific date except when your date of return to work is not yet determined like during sick leave;

6.2.3 who to contact in your absence - include contact details of a Team Member who can help while you're away. However, you should make sure that your colleague is aware of this in advance.

Team members are required to follow the guide for communication listed below

<b>Matter</b>	<b>Mode of Communication</b>	<b>Time</b>
<p>The decision must be made as soon as possible.</p> <p>The question has to be answered as soon as possible</p> <p>There will be danger to people or the organization</p> <p>The company will suffer financial losses</p>	<p>Cell Phone Call (globe, smart, sun or TM) Personal or company provided cell phones</p>	<p>within one (1) hour from receipt of the first call</p>
<p>If a person is unreachable and the matter is urgent</p> <p>The decision must be made as soon as possible</p> <p>The question has to be answered as soon as possible</p> <p>There will be danger to people or the organization</p>	<p>Text message and tell the person why you need to talk, the decision that has to be answered, and the other information needed to make the decision</p>	<p>within one (1) hour from receipt of the text message</p>
<p>The decision can be made anytime within or beyond the next 24 hours.</p> <p>No danger to people or the organization</p> <p>No long discussion needed</p>	<p>Text/Instant Message or email</p> <p>If there are matters that require documents or visual representation to better decide, then email</p>	<p>within twenty-four (24) hours from receipt of the text or email; but only during work hours</p>
<p>The decision can be made anytime within or beyond the next 24 hours;</p> <p>No danger to people or the organization;</p> <p>Requires long discussion</p>	<p>Cell Phone Call</p>	<p>within one (1) hour from receipt of the first call</p>
<p>If intended recipient is out of the country;</p> <p>Use to send messages, pictures and videos quickly and seamlessly to a Team Member or multiple people at once</p> <p>A way to connect and collaborate through workplace groups for</p> <ul style="list-style-type: none"> <li>Teams and Projects – this helps you provide a platform for your teams to work and chat.</li> </ul>	<p>Instant Messaging (Facebook Messenger)</p>	<p>within one (1) hour from receipt; but only during work hours</p>

<ul style="list-style-type: none"> <li>• Discussions – this helps you get feedback from Team Members.</li> <li>• Announcements – this helps you share company news, updates, or announcements.</li> <li>• Social and more – this helps you plan activities on the social side.</li> </ul>		
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