

SOP Lil humans



SOP No.	Lilhumanie	Issue Date	Version	Revision Date
HR-008	Madeena Zuharah N, Communication Analyst	19/01/2026	001	MM/DD/YY

Employee Process

Purpose

This Standard Operating Procedure (SOP) defines the roles, responsibilities, and operational guidelines for the **Communication Analyst** function at **Lil Humans**. It ensures clear, accurate, timely, and professional internal and external communication aligned with the organization's values, objectives, and brand voice.

Scope

- All internal and external communication activities
- Drafting, reviewing, and analyzing communication content
- Email, reports, notices, announcements, and stakeholder communication
- Coordination with departments for information flow
- Communication data tracking, reporting, and compliance
- Use of official communication tools and platforms

Roles / Responsibilities

- Draft, review, and analyze internal and external communications
- Ensure clarity, accuracy, tone, and consistency in all messages
- Coordinate with teams to gather, validate, and relay information
- Monitor communication effectiveness and suggest improvements
- Maintain records of official communications and reports
- Ensure timely dissemination of information to relevant stakeholders
- Follow ethical communication practices and confidentiality norms
- Adhere to company SOPs, policies, and professional conduct standards

SOP Instructions

Office Timings

- Working hours are **4:00 PM to 6:00 PM, Monday to Saturday**
- Attendance must be marked accurately

Communication Standards

- Use approved templates, formats, and brand tone
- Ensure all communications are reviewed and approved before circulation
- Avoid ambiguous, misleading, or informal language

Communication Operations

- Share information only through authorized channels
- Prioritize accuracy and timeliness in all communications
- Avoid unauthorized announcements or commitments

Coordination & Reporting

- Coordinate with internal teams for updates and clarifications
- Prepare and submit communication reports as required

Professional Conduct

- Maintain a respectful and professional tone in all communications
- Represent Lil Humans positively in all written and verbal interactions

Data & Confidentiality

- Do not disclose confidential information, internal discussions, or data
- Use official email IDs and communication tools responsibly

Discipline & Compliance

- Ensure compliance with company policies, communication ethics, and legal guidelines
- Non-compliance may result in disciplinary action

Exit / Handover

- Ensure proper handover of communication records, reports, and documents
- Return company assets and ensure access is revoked upon exit

Note:

- **1st Monday Meeting:** Team heads to collect and share weekly updates.
- Take approval via WhatsApp group; **Missed Approvals:** HR will note it.
- **Inter-Team Support:** Communicate via email and keep CC:
imayag@gmail.com, paviraghavendran@gmail.com, prasanth2306s@gmail.com

If In Doubt – Ask Your Hierarchy/HR

