Communications Policy

Introduction

ERP Security Ltd recognises that consistent, effective and appropriate communications, both external and internal, are essential for the company to achieve its aims, objectives, and policies, and to its credibility as a trusted security provider. This policy outlines the principles for managing communications.

Scope

The Directors and Management Team should be familiar with this Policy and all staff should be aware of it. The aim of the Communications Policy is to reduce the risk to ERP Security Ltd of damaging or ineffective communication, and to ensure that all staff are aware of how communications are best conducted externally and internally, and who has responsibility for which aspects.

Definitions

External   **Communications**
Include all the messages and information that ERP Security Ltd presents to different audiences, whether directly (through telephone calls, letters, emails, newsletters, marketing materials and social media) or indirectly through the media and word of mouth. They also include the messages and information given to stakeholders including clients, accrediting bodies, and key suppliers.

Internal   **Communications**
Include all the messages and information (whether verbal or written) shared within ERP Security Ltd, principally between members of staff and to and from management and staff. Internal communications include the information given to those working on client premises as well as head office.

Legal Basis

ERP Security Ltd's responsibilities in relation to communications stem from its duty to achieve its core purposes. They also include the General Data Protection Act 2018 and the Freedom of Information Act 2005.

Statement of Principles

The objective of the Communications Policy is to help ERP Security Ltd achieve a better understanding of what it offers to its clients and employees to ensure that it works as efficiently and effectively as possible and to:

- Promote transparent and open communication

- Provide clear and well-judged information

The improvements and benefits which good communication should provide are:

- A greater likelihood of achieving ERP Security Ltd's aims and objectives.

- A trusting working environment in which staff can locate information they require.

- Providing everyone with the skills to be confident communicators.

General Principles

- All communications are important and need to be considered carefully.

- External and internal communications form part of strategic business planning.

- Effective communications play a positive role in the day-to-day operations of ERP Security Ltd.

- Managers and staff at all levels have a responsibility to foster good communications internally and externally.

- ERP Security Ltd encourages transparency and the sharing of best practices across the company.

Principles for Managing External Communications

- Distribute high-quality information.

- Reach out to target audiences.

- Offer background information – principally through the website.

- Ensure that the visual identity of ERP Security Ltd is shown through all its print and digital communications, is clear, coherent, and expresses ERP Security Ltd's key values.

- Have a beneficial dialogue using research and feedback.

Principles for Managing Internal Communications

- Internal communications are based on proactive management across the company.

- Staff are kept informed of the most important information relating to the good management of the company.

- Regular exchanges through e-mail and telephone calls which are thoughtful, respectful, efficient, and well-disciplined.

- An informal exchange of information is encouraged through WhatsApp messages, text messages, etc.

- Staff are asked on a regular basis about internal communications.

Responsibilities

Operations Director

The Operations Director is responsible for the overall clarity and coherence of ERP Security Ltd's external communications.

The Operations Director works in order to promote the interests of ERP Security Ltd.

The Operations Director works to create an internal culture of open, honest, efficient, and transparent communications.

Overseeing all print communication, including marketing, social media, development, learning and access as well as signage and communications through the website.

Promoting effective communications through the media.

Working with the management team to promote good internal communications.

Management Team

The management team has overall responsibility for ensuring that staff share information and knowledge through the best external and internal communications.

Individual members of the management team ensure that their staff are thoughtful and consistent in their communications and are aware of the guidelines available for different aspects of their work.

Staff

All staff are responsible for maintaining good internal and external communications, for suggesting improvements wherever possible, and for reporting breaches of the policy.

Procedures

Everyone who is employed within ERP Security Ltd is guided in communications through induction training.

Staff are also provided with a copy of the employee handbook, which advises on internal and external communications and who to speak to.

Breach of the Policy

Any actions taken by staff which contravene the Communications Policy will be dealt with by the HR department. Depending on the severity of the contravention, any external matter will be reported to the Operations Director. If an internal or external matter threatens the reputation of ERP Security Ltd, or creates severe disruption, ERP Security Ltd will take disciplinary action which could lead to summary dismissal.