



Communication Policy

Clear, respectful, and effective communication is essential. All communication, whether verbal, written, or digital, should be professional, courteous, and aligned with our company values. Be honest, clear, and constructive, even in challenging situations. Focus on solutions, not blame, and aim to build trust and foster collaboration.

Communicate openly and share information that helps others do their jobs effectively. Use the right channels for the right purpose (e.g., emails for formal updates, instant messaging for quick exchanges, meetings for discussions and decisions). Ensure clarity and timeliness, avoid unnecessary jargon, and keep messages relevant and appropriate.

All written communication, including emails, reports, and presentations, should be well-structured and easy to understand. Proofread before sending, ensure the tone is respectful, inclusive and consider how your messages may be received, especially in digital formats.

If you experience or witness inappropriate or disrespectful communication, speak to your manager or the People Team. Addressing issues early helps maintain a positive and productive workplace.

The following table outlines our expectations and best practices for workplace communication:

Different Types of Communication	When and Why They Are Used
Internal Communication	Professional and clear communication between employees, teams, and management, including meetings, emails, messaging platforms, and company updates.
External Communication	Representing the business in interactions with clients, customers, and external stakeholders to maintain professionalism and uphold our brand values.
Respectful and Inclusive Communication	Promoting a workplace where all voices are heard and respected, ensuring that communication remains constructive, professional, and free from discrimination or harassment.



Digital and Remote Communication

Communicating effectively when working remotely or using digital tools such as email, video conferencing, and collaboration platforms.

Feedback and Conflict Resolution

Encouraging a culture where employees feel comfortable providing and receiving feedback, addressing concerns professionally, and resolving conflicts in a respectful manner.

By fostering a culture of clear and effective communication, we create a more connected, engaged, and productive workforce. If you have any questions or need guidance on communication best practices, please speak with your manager or the People Team.