

TRANSPORTATION YOU CAN RELY ON

P17 – Communications Policy

01.08.2021



P-17 Communications Policy

This document sets out the policy of the Company with regards to the management of internal and external communications. The company recognise that effective communication, both internal and external, are essential in assisting us to achieve our aims and objectives. It is also the policy of the company to actively promote participation and feedback from workers and interested parties and this requires clear communication channels to facilitate open dialogue.

Internal Communications

Our company management system includes an overview of communications within the organisation, how communications are managed and responsibility for communications. It is important that all workers are aware of company objectives, company policies and current issues and good communication is essential to facilitate this.

The following arrangements are in place to assist with internal communications:

- Documented management system and Policies;
- Documented objectives and management review;
- Documented company structure and responsibilities;
- Ongoing training and consultation with workers;
- Updates using email, memos, notice boards and other methods of communication;
- Regular meetings and reviews with workers to facilitate two-way communication between workers and management;
- Engagement initiatives such as feedback, suggestion and improvement schemes and problem and near-miss reporting.

External Communications

The company have various mechanisms in place for ensuring effective communications with external interested parties. The objective of external communication is to ensure that timely communication is made to relevant interested parties.

When undertaking any communications with external parties the following guidance should be followed:

- Be polite, courteous and professional at all times;
- Communications should be made using appropriate and approved communications channels;
- Follow any guidance with regards corporate branding and identity and promote a positive corporate image at all times;
- Follow company guidance related to use of social media channels and personal contacts;



- Ensure communications are factually accurate and sent timeously to meet the expectations of interested parties;
- Information Security - ensure any information that should be protected is communicated in a secure manner with appropriate security checks and controls;
- Disclosure of business use / confidential information to any parties for any purpose other than the completion of operational activities is strictly prohibited;
- Do not make any communications that express personal, political or opinions that could negatively affect the reputation of the company using any company communication channels.

Communication with media - unless otherwise authorised external communications with media is not permitted except by the top management or authorised person(s). A strategy for media response will be prepared in response to any incident and communication strategy, interface and spokesperson will be agreed prior to any communications or statement being made.

Communication Guidance

Consideration of diversity aspects (language, culture, literacy, disabilities) will be made when planning all communications. Communications should be prepared so that they are easy to understand and using the most appropriate channel to ensure that all relevant parties are able to receive and understand the communications.

Information security - any communications including personal or protected information should be planned to ensure confidentiality of the information is protected to comply with information security and data protection requirements.



Communications Strategy

When planning communications consideration should be given to who the target audience is, what needs to be communicated and the most appropriate means of making the communication.

All key communications are considered and communication strategy is prepared as required.

Approved by:

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