



Communications Policy

Statement start date: January 2021

Statement review date: December 2023

Statement created by: Darren M. Wilson – Director NPML

1. Introduction

This policy applies to all employees, voluntary or otherwise of Nocton Park Management Limited [NPML], but should also be considered by individuals who undertake work experience, volunteers and sub-contractors. NPML reserves the right to amend this policy at any time.

The Communications Policy should be read in conjunction with NPML's other policies.

2. Organisation

NPML is a totally not for profit organisation that provides looks after the management of the Nocton Park estate in Nocton Lincolnshire. It has the responsibility for maintaining the grounds and roads of Nocton Park estate on behalf of its residences and is run, on a voluntary basis, by its residents.

3. To Whom this statement applies

This policy applies to all persons working for NPML or on its behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners. It is the responsibility of all staff and volunteers to ensure that all methods of communication across NPML are clear, comprehensive, professional, appropriate, and in line with this policy.

It is the responsibility of all Directors and volunteers to read and comply with this policy and any future versions of this policy. Personnel are reminded that they are representative of the NPML and must comply with this policy, the code of conduct and relevant Laws at all times.

Disciplinary action may be taken should any employee fail to comply with this policy.

4. Purpose

The purpose of this policy is to outline NPML's communication standards and expectations which it expects Directors and volunteers to adhere to. This policy should be complied with to assist with good communication and standards of professional conduct across all work carried out by NPML. The policy covers all acceptable methods of communication which should be used by Directors and volunteers when corresponding on behalf of NPML. All methods of communication support NPML's vision and are aligned for the organisation.

5. Responsibility for the policy

The Nocton Park Management Limited Board has overall responsibility for ensuring this policy and have day to day responsibility to ensure compliance with our legal and ethical obligation.

All communications both internal and external must be written with the purpose to:

- Keep Directors, residents and other stakeholders well informed.

- Provide clear instruction and deadlines where necessary, which can be actioned within a reasonable time.
- Be respectful and professional as well as appropriate for the circumstances.
- Be clear, comprehensive, and easily understood by all.
- Use an effective and appropriate communication method consistent with the context, message and audience.
- Be in accordance with NPML policies where necessary.
- Be compatible with the Vision and Values of the NPML.
- Ensure personnel communicate via the appropriate reporting lines to ensure information is exchanged correctly.
- Be in accordance with NPML's GDPR Policy and compliant with current UK and EU Laws.

6. Exceptions

This section details the expectations of the different persons across NPML.

Directors of NPML:

- To ensure information is made available to residents in a timely manner and via appropriate channels. Where practicable, a face to face meeting is acceptable.
- To ensure that residents have the relevant information available to communicate with all persons in their household where applicable.
- To maintain open channels of two-way communication and to listen to feedback and comments from all residents.
- To keep relevant personnel and other Directors informed where required.
- To use a variety of communication methods as agreed by the Directors of NPML in order to;
 - Engage residents of Nocton Park and the wider local community.
 - Enhance and encourage shareholder communications.
 - Engage with effective and constructive debate when and where required.
 - Ensure there is a robust and transparent decision making process that can be communicated to all shareholders.

All Shareholders of NPML:

- When communicating with each other to do so in an appropriate manner and to ensure information is available and understood.
- To ensure they maintain up to date knowledge by accessing relevant information through all relevant sources to assist them in their day to day activities connected to Nocton Park.
- To use open channels of two-way communication to keep the Directors informed as required.
- To ensure the use of a trusted and chosen method of communication, including online spaces, and where this is used to be compliant with NPML's social media requirements.

7. Communication Methods

Standards:

- All methods of communication must be respectful and professional. Personnel are reminded to go through the appropriate channels where necessary to ensure probity at all times.
- All communication must be clear and effective.
- Communication must be in line with the purpose of NPML and reflective of its core values.
- Directors and volunteers are reminded to ensure communication methods promote the best interest of NPML and its shareholders.
- Whilst NPML considers there is value in establishing friendly relationships, Directors and volunteers are reminded to separate professional and personal relationships. Where a personal relationship exists or becomes apparent Directors are reminded to ensure they uphold standards and should not disclose confidential information. Moreover, Directors are reminded they are representative of NPML and must uphold the professional standards expected of them. Should a personal or professional relationship exist or become apparent, a disclosure must be made using the appropriate disclosure personal and pecuniary interests' form and submitted to the NPML Board at the earliest possible time.
- Sharing of sensitive information must be conducted in accordance with our GDPR policy and code of conduct. Please ask other Directors for assistance if you are unsure.
- Correspondence must not contain slang, unprofessional content, inappropriate language such as swear words, derogatory, bullying or explicit material.
- Internal discussions must not be forwarded outside of the organisation, unless there is a specific or legal requirement to do so as agreed by a majority of the NPML Directors. Personnel are reminded that sharing of confidential information must be conducted in accordance with NPML GDPR policy and in line with current UK and EU Laws.
- You must remove all NPML contact details from an email thread when corresponding with individuals outside of NPML unless there is a specific need to keep them in.
- You must not share other people's personal or identifiable information unless it is in accordance with NPML GDPR Policy.
- Correspondence should be written in accordance with NPML's Communications Policy.

The following are acceptable methods of communication across or on behalf of the NPML:

Internal Methods of Communication:

- Induction pack;
 - An induction pack including important information is given to volunteers upon joining the NPML as a Director.
- Meetings;
 - An integrated programme of meetings; formal, informal and bespoke facilitates the involvement of Directors and shareholders.
 - Formal meetings should be structured and minuted, with attendees

- being invited to contribute to the agenda.
- AGM's take place annually at the discretion of the Directors.
- Informal meetings between groups also take place allowing shareholders an opportunity to discuss and develop ideas.
- Written Communication;
 - E-mail is a quick and effective way of communicating information. There are circumstances where email correspondence is preferable in order to communicate in a clear and constructive setting.
 - Text's and WhatsApp are quick and effective way of communicating information but cannot be used in any legal sense and should be treated as such.
 - Written communications, such as letters, should be placed in residents letter boxes (if applicable) or delivered by hand where possible. Only the addressee may open letters addressed to them. Sensitive information should be delivered by hand or recorded mail.
- Electronic Communications. NPML has implemented a number of acceptable electronic communication methods:
 - Email.
 - Mobile and home phones.
 - NPML website.
 - Skype for business, Zoom and Teams.
 - NPML newsletters which may be emailed or uploaded on the NPML website.
 - NPML Dropbox.
- External Methods of Communicating;
 - Directors must only correspond for or on behalf of the NPML where there is a legitimate reason to do so (for example, as part of your role, a specific duty as agreed by a majority vote of the board.
 - You must only communicate information which has been authorised to be disclosed by a majority vote of the NPML Board.

For more information, contact the the NPML Board via enquiries@noctonpark.co.uk. Directors must not host or engage in NPML communication via the following methods, unless authorised or directed to by a majority vote of the NPML Board:

1. Social media or messenger services.
2. In a public forum.
3. In a public environment or space.

Directors and volunteers are reminded they are representatives of NPML, as such, they are reminded to uphold the professional standards of the NPML. Disciplinary action may be taken if a Director fails to conduct communications in accordance with this policy or any later version of this policy and as such they may be asked to consider their position on the Board.

8. Breaches of this policy

Any employee (direct or indirect) who breaches this policy will face disciplinary action,

which could result in dismissal for misconduct or gross misconduct.

NPML will terminate our relationship with immediate effect with other individuals and organisations working on our behalf if they are found to be in breach of this policy.

Signed

Chair of the Board

Date:

Signed

Witness Director

Date: