

Information & Communication Policy

It is the policy of this organisation to communicate information about its activities to all employees on a regular basis, and to encourage employees to provide ideas and feedback to management on all aspects of its operations. The organisation believes that a regular flow of information from management to staff and vice versa will enhance its effectiveness and productivity.

Specifically, the organisation will hold monthly meetings with members of its [employee representative forum/staff council/works council]. During these meetings information will be provided by management representatives to employee representatives about matters such as:

- the organisation's general progress and profitability;
- any recent and probable developments in the business, for example information about the organisation's performance and strategic planning;
- recent and probable developments concerning the organisation's economic situation, for example contracts won or lost;
- planned structural changes within the organisation, especially if circumstances arise that might create a threat to job security;
- any management decisions likely to lead to changes in work organisation;
- any potential changes to policies and procedures and/or the terms and conditions of employees' employment;
- information about health and safety issues;
- information about equal opportunities matters; and
- departmental information, for example changes in work methods or specific issues that have arisen locally.

In communicating information to employees about the organisation's activities and plans for the future, the organisation also wishes to encourage employees to provide feedback, including ideas, suggestions and proposals as to how the organisation can improve the way in which it operates its business.

In addition to information and consultation through the [employee representative forum/staff council/works council], the organisation will:

- communicate general information and news about its activities through a quarterly newsletter, copies of which will be made available [to every department/on the intranet];
- send out email alerts to individual employees to communicate important news items or new developments;
- post notices on noticeboards to remind employees of important information, including statutory notices; and
- regularly update its staff handbook and make copies of the handbook available to all employees.

The organisation believes that regular communication of this nature will produce benefits for all, including:

- improved motivation and commitment;
- better identification of and solutions to day-to-day problems;

- better management decisions;
- increased understanding about management decisions or the need for change; and
- increased levels of trust and improved working relationships.

All employees are encouraged to come forward to their manager if they have an idea, suggestion, proposal, problem or any type of feedback that they believe could improve efficiency and/or benefit the organisation in the running of its day-to-day affairs. The organisation believes in the "open-door principle", ie that every employee should feel comfortable in approaching their manager to raise and discuss any issues that are of concern or interest to them.

The organisation has appointed [name of senior manager] to hold responsibility for ensuring that regular communication takes place between management and staff through the [employee consultative forum/staff council/works council].

Procedure

The [employee consultative forum/staff council/works council], which consists of representative members of management and employee representatives, will meet once a month to enable a full exchange of information and views as between management and staff. During these meetings, management representatives will provide information on a range of issues to the employee representatives, who will also be invited to put forward their views on these and/or other matters. Employee representatives will also be invited to put forward matters raised with them by individual employees for consideration by management.

Management will take employees' views, suggestions, proposals and queries on board and give them full and fair consideration, although no guarantee can be given that any particular suggestion or request will be implemented. Appropriate feedback will be provided at the following meeting or, if possible, before that time.

Following each meeting, the employee representatives each have responsibility for communicating the matters discussed at the meeting to all members of staff in their operational area. Such onward communication should take place on a face-to-face basis within one week of the [forum's/council's] meeting.

Additionally, minutes of the [employee consultative forum's/staff council's/works council's] meetings will be produced by [name of appropriate person]. These will be posted on all staff noticeboards and individual copies made available to employees on request.

Employees who wish to communicate any idea, suggestion, proposal or problem to management should do so by raising the matter with their local employee representative. Alternatively, the employee may raise the matter directly with their own line manager on a face-to-face basis at any time.

A list of the appointed representatives of the [employee consultative forum/staff council/works council] appears on [all staff noticeboards/the intranet].