



COMMUNICATION POLICY

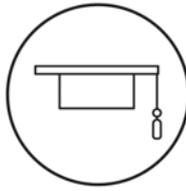
Our employees (you) are our greatest asset and we want to be sure that our communication with you, and your communication with us, is relevant, accurate and appropriate. We have many methods of communicating with you, as you do with us, and this policy outlines those methods and our expectations.

Guiding Principles

Our communication expectations are based the following



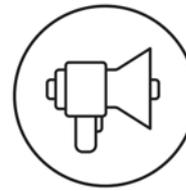
**Professional
and honest**



**Informative and
educational**



**Human and
straightforward**



**Proud
and bold**

Talking is the recommended form of communication.

Any communication should be respectful to internal and external people.

When communication has failed or hasn't worked then the Grievance Procedure should be considered to seek a resolution.

Talking

Talking in our business is encouraged, especially in a society where technology is starting to replace people talking to each other. Additionally, over 35% of our employees do not have access to email or computer whilst at work, therefore, talking to each other is essential within our business!

We need to talk to ensure we improve our workplace, efficiencies, productivity and profitability. Employees are encouraged talk to their line manager about anything that is a concern or could help our Company. Equally, we encourage you to talk to each other by giving peer to peer feedback. Good or constructive feedback will only help us all develop and get better.

What is important when talking to each other are our behaviours, body language and tone. When talking, have a genuine interest in listening to a response. Listening is an equally important skill to have when communicating. Consider your etiquette and manner of speaking as well - there is a difference between being passionate and being argumentative; it is important to be professional at all times. The last thing the Company wants to do is process an employee through a disciplinary policy due to unprofessionalism around communications.

Telephone

We are spread out over six locations and have people working on the road and at home, so picking up the telephone and speaking to individuals is encouraged. We should be professional and have a

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courteous manner at all times whether it is an internal or external conversation. It pays to be kind, so consider the recipient of your call and the impact you might have.

Answering a telephone /mobile phone

When answering phones (and diverted phones), remember you're representing the company. Use a polite opening when answering the phone, such as:

- ★ Good *[morning / afternoon / evening]*, you are through to *[name]* at Red Industries, how can I help today?

Ensure you always provide your name at the beginning of the telephone conversation so that the caller knows who they are speaking to.

Answerphone / diversion

Ensure answerphone messages reflect your current situation (e.g. out of the office).

Ensure your answerphone message states the following:

- ★ The date you are out of the business, and if you are accessible whilst out of the business;
- ★ When you will be returning to work and/or will be able to respond to the call
- ★ Name, title and contact details of who to contact in your absence, include telephone and email (and double check that they too are available and not out of the office at the same time!)

Ensure your business cover is aware of their role in supporting our customers (internal and external) when you are out of the business.

Meetings

Informal and formal meetings help a business to operate and will include internal meetings and meetings with external people such as suppliers, customers or potential customers.

Employees can request a meeting with their line manager at any time too (actually, we encourage this if something is bothering you). Your manager will book an appropriate date/time/location, and confirm this to you.

Meetings in person or via video conferencing require all participants to be professional at all times and this includes thinking about your meeting room (or home surroundings), your dress code and your behaviours.

All meetings should have a very clear objectives and outcomes, which need to be cascaded before the meeting or at the start of the meeting. Actions from the meeting, it is good practice is to agree these and circulate them to all relevant participants so that follow up can be actioned.

Face to face meetings

If you are meeting in person, ensure your meeting room is private and that you have the right facilities available. Ensure you have booked the room and won't be disturbed.

After the meeting, all information must be removed ensuring confidential documentation is not left in the meeting room.

Video conferencing

Our preferred video conferencing software is Microsoft Teams and all laptops and desk based equipment is set up to support this. When participating in a video conference ensure your surroundings

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in front of the camera are tidy and professional looking (or use a picture to hide the mess!). Your speaker and microphone should be clear and background noise kept to a minimum. Also, double check your Wi-Fi capability.

Best practice, before any video conferencing, is to ensure all equipment is in good working order.

Email

Email is used throughout the business to communicate with each other about business activity and, when used correctly, is a great tool. Adhere to these main points, and emails should help you in your role, not hinder you:

1. Before you send an email, ask yourself – can I call to get the answer I need. If you need to send more than 2 emails on a subject, you really should be calling the person instead of sending an email.
2. Emails should have a clear and direct subject line. If it is information sharing only – say that (e.g. INFO ONLY [subject])
3. Use "To" to the person you are asking for something or sharing something specifically with.
4. Use "cc" (copy) to those who you wish give information only. The use of "bcc" (blind copy) is only permitted to protect email confidentiality (e.g. to send to multiple customers or personal emails) and should not be encouraged under any other circumstances.
5. "Reply all" should be avoided. It creates unnecessary email trails (see point 1).
6. Signatures should include your main contact details and your job title and should comply with the branding guidelines.
7. Out of office messages should be personable but must include:
 - ★ The date you are out of the business, and if you are accessible whilst out of the business;
 - ★ When you will be returning to work and/or will be able to read and respond to your emails
 - ★ Name, title and contact details of who to contact in your absence, include telephone and email (and double check that they too are available and not out of the office at the same time!)
8. Emails sent during "out of office" hours (evenings, weekends) may be sent by people catching up or working flexibly. However, the expectation of the sender should be to receive a response the following working day. Basically, weekend and evening emails are permitted but will be ignored until the person receiving it is back in work. The exception to this is if an emergency requires immediate attention, which in this case, will require a telephone call. We want you to have a break on a weekend so ask yourself if you really need to be working.

Communication methods

There are various communication methods set up to help communication flow within our business.

CEO Update

The CEO sends a weekly update on business activity by email. It is the responsibility of each individual employee to read and understand the information provided and the responsibility of management and supervisors to brief this out to their team using various communication methods (i.e. notice boards, team briefings).

Team Briefings

These briefings will be created by management to communicate a specific item to a group of people.

Managers have a responsibility to issue the communication by the briefing date deadline stipulated by the Originator of the Team Briefing.

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Miscellaneous

This procedure will be periodically reviewed. Any amendment to it will be notified to employees in writing by the organisation's Group HR manager and such written advice will inform employees as to the date when any amendment comes into effect.

I have read and understand the Communications Policy.

Print Name

Signature

Date

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