

Internal and External Communications Strategy Policy

Introduction to Policy:

Patrolsec Ltd is committed to establishing effective policies, procedures, and monitoring mechanisms to support internal and external communications. We recognize the importance of two-way communication channels to engage key stakeholders, including those who use and provide our services. Our goal is to continually enhance communications to ensure that employees understand our objectives.

Purpose and Aims:

Maintaining strong internal and external communications is vital for fostering understanding of Patrolsec Ltd's mission, values, objectives, developments, and issues. The planned communication aims to:

1. Provide stakeholders with timely, relevant information.
2. Engage staff, their representatives, and key stakeholders regularly for information exchange and feedback.
3. Enhance staff commitment to Patrolsec Ltd's performance.
4. Raise awareness of environmental factors affecting the organization.
5. Inform stakeholders about these environmental factors.
6. Promote the reputation of Patrolsec Ltd.
7. Facilitate staff involvement.
8. Ensure that all employees receive consistent messages.

Policy Statement:

Patrolsec Ltd is committed to clear communication principles for staff, clients, and all stakeholders. All communications activity will:

1. Be accessible in line with our commitment to equality legislation.
2. Use plain and clear language.
3. Be open, honest, and transparent.
4. Be relevant, accurate, and timely.
5. Enable meaningful engagement with stakeholders.
6. Recognize the importance of engaging with the community, industry, clients, and staff.
7. Listen to stakeholders, act on the received information, and provide feedback.

8. Adhere to confidentiality, Data Protection, Freedom of Information, and other relevant legislation.

Policy Objectives:

Internal:

1. Maximize staff potential by improving communication systems to increase understanding of Patrolsec Ltd's vision, values, and objectives.
2. Motivate and engage staff in a productive and professional manner.
3. Establish robust communication systems emphasizing personal contact.
4. Keep all staff informed of relevant policies and procedures.
5. Develop a formal consultative process that contributes to our objectives.
6. Audit internal and external communication and act on findings.
7. Maximize opportunities to promote Patrolsec Ltd's corporate identity to relevant stakeholders within specified constraints.

External:

1. Develop effective two-way communication channels with key stakeholders.
2. Ensure timely communication of changes or developments.
3. Build and maintain confidence in the quality of services provided.
4. Develop and maintain positive relationships with key external stakeholders.

Ensuring Good Communication:

1. Recognize that two-way communication is critical to effective operations.
2. Acknowledge that effective communication is crucial for achieving objectives.
3. Provide employees with up-to-date and accurate information, including proposed changes.
4. Establish various communication systems, including corporate induction, staff/team meetings, publications, newsletters, and email briefings.
5. Aim to build and sustain stakeholder confidence in the quality of services.
6. Recognize that excellence in communication practices enhances public awareness and understanding, improving corporate reputation.

The Managing Director shall review this policy annually or following significant changes.

M. Naeem

Patrolsec Ltd.

Review date: 12/10/23