


POLICY ON COMMUNICATION

APPROVAL: This Policy was approved by the Board of Directors of R.T. Briscoe (Nigeria) PLC on December 14, 2017.

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POSITION: ACTING CHAIRMAN, BOARD OF DIRECTORS

SIGNATURE: 

DATE: December 14, 2017

POLICY TITLE

COMMUNICATION POLICY

Definition:

For the purpose of this policy, unless the context otherwise indicates, **“Communication”** refers to the activities undertaken by R.T. Briscoe (Nigeria) PLC to disseminate and share information with its internal and external stakeholders as well as with the wider public within the context of its business. The term implies an emphasis on promoting a sense of corporate identity and ownership, thus presenting a consistent and coherent corporate image.

Objective:

The purpose of this policy is to outline the principles, guidelines, practices and processes that the company will embrace in fostering excellent internal and external communication.

R. T. Briscoe aims to improve internal communications by providing a framework which:

- Encourages individuals to connect with others at different levels.
- Invites qualitative two-way communication.
- Enables employees to be easily able to access key information and be able to talk to Managers, Heads of Department/Businesses, Management and Board of Directors.

Implementing the policy, the company will realize its vision, mission and core values by reaching out to its stakeholders with messages that help to create a sense of ownership of the policy.

Philosophy:

R.T. Briscoe (Nigeria) PLC aims at achieving and maintaining a workplace which fosters productive and harmonious working relationships through mutual respect for each other thereby facilitating better business for every stakeholder.

Scope:

This policy is applicable to all staff directly employed by R. T. Briscoe (Nigeria) PLC irrespective of location of assignment. This includes employees on permanent, short-term or fixed term contracts directly to Briscoe and individuals on secondment.

The policy covers all communication activities the company wishes to share with its stakeholders as well as external public. It is also intended to cover the use of facilities provided by the company to facilitate communication within its business context.

Policy Statements

It is R.T. Briscoe's policy that:

1. Employees shall have equal rights in the workplace, within the ambit of the Labour/Employment Laws and in line with the provisions of the HCD Policies and Procedures Document.
2. The purpose of communication should be to help others and to make our business run as effectively as possible, thereby gaining the respect of our colleagues and customers.

Therefore, at R. T. Briscoe (Nigeria) PLC, tact and consideration will guide each employee in relationship with fellow colleagues and the public. It is mandatory that each employee shows maximum respect to every other person in the organization and other contacts in a business context.

3. Conservative criticism — that which will improve business by clarifying or instructing will be welcomed when delivered with respect and tact. However,

destructive criticism which is designed to harm business or another person will not be acceptable or tolerated.

4. The company shall provide appropriate and adequate facilities to improve business communication. The use of these facilities shall be governed by the terms of this policy,

1. **GENERAL PRINCIPLES**

- 1.1 To achieve the objective of ensuring that communication is well managed, deliberate and reliable and thus valued by all stakeholders, the company shall encourage openness in sharing information with colleagues, customers and the public and is committed to consulting with stakeholders on a regular basis.
- 1.2 Employees must strive to maintain a civil work atmosphere at all times and refrain from confrontational communications. Differences of opinions should be handled privately and discreetly without negatively impacting on the company's business or its customers.
- 1.3 We shall strive to foster an environment that thrives on courtesy, friendliness and a spirit of helpfulness to fellow colleagues, customers and other stakeholders.
- 1.4 At R. T. Briscoe, communication plays an essential role in the conduct of our business. How we communicate with people not only reflects on us as individuals but also as an organization. We value our employees' ability to communicate with colleagues, customers and other business contacts, and we shall invest substantially in information technology and communications systems which will facilitate efficiency at work.
- 1.5 Employees must use R. T. Briscoe's information technology and communication facilities sensibly, professionally, lawfully and consistently with their duties, in accordance with this policy and other company's rules and procedures.
- 1.6 Whilst the policy recognises the need for a range of styles of communication, it encourages face-to-face communications whenever possible, as face-to-face communications are generally more effective. All Departmental or Subsidiary level Communications Policies must operate within the ambits of this policy.

