

INTERNAL COMMUNICATIONS POLICY

March 2024

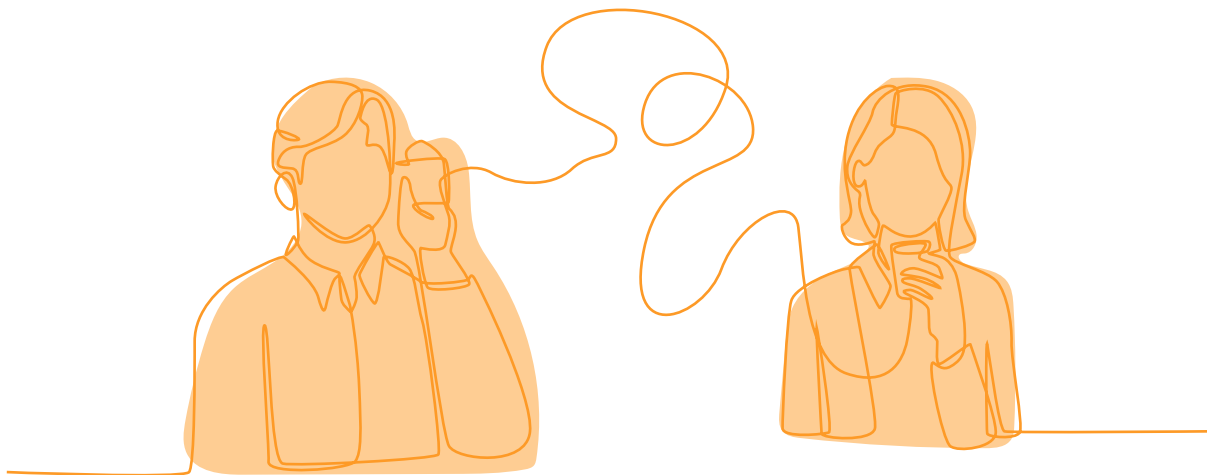
The **purpose** of IDI's Internal Communications Policy is to support the implementation of IDI's Strategic Plan by establishing guidelines and best practices for:

- IDI's internal culture of respectful mutual support and acting 'with heart', including respect for each other's time, priorities, culture and personal safeguarding choices (such as agreeing to be shown in photos)
- Achieving an effective flow of information, strong coordination and collaboration, including the flow of information from and to the management team and other departments using communications tools including Teams, SharePoint, Digital Asset Management systems
- Tools and methods including mail, internal systems like Blue and the Learning Management System, and other tools such as mobile phone, WhatsApp and personal emails for official correspondence.

This policy aims to ensure that all staff are aware of their responsibilities when using these platforms. IDI's management team is responsible for leading and upholding the Internal Communications Policy, but every staff member has a part to play in recognising and contributing to these three priorities. All IDI communications policies reflect the Communications Principles contained in the IDI Communications Strategy.

Scope: This policy applies to all employees, associates, contractors, and third parties working on IDI's behalf, who are therefore granted access to IDI's communication tools including but not limited to Teams, SharePoint and e-mail. This policy covers both official or formal internal comms (e.g. announcements, policies, procedures) and unofficial or informal communication (e.g. exchange of ideas and information between staff).

Please note, however, that this policy does not specifically address the use of social media in general, which is contained instead in IDI's Digital Communications Policy, or external communications via mainstream media and so on, which is contained in IDI's External Communications Policy.



IDI'S CULTURE

All internal communications need to reflect IDI's respectful culture and its Values of being professional, innovative and collaborative, and with heart. IDI aims to be transparent and open in its communications and will use all available and relevant tools for the management team to communicate with staff, and for staff to communicate with each other and provide feedback for managers and the management team.

PROFESSIONAL

Value: We hold ourselves to account, strive for quality and excellence, and demonstrate integrity. We are motivated by a sense of purpose and a desire to deliver impact through our work.

Professional communication: All communications, whether written or verbal, should maintain a professional and respectful tone. Confidential information should not be shared through these communications tools unless explicitly authorised and employees should exercise discretion when discussing sensitive matters.

INNOVATIVE

Value: We continuously pursue sustainable solutions, methods, and approaches to enhance our efficiency and added value for SAls. We proactively explore creative ideas and adapt new technologies and strategies in an evolving world. We are curious and future-oriented, stay abreast of audit and governance approaches and evolving SAI needs, and strive for continual improvement.

Innovative communication: IDI encourages the use of innovative communications platforms and would like all employees to take advantage of all the aspects of Teams, SharePoint and other designated platforms available to them. This may include use of channels in Teams, and other Microsoft apps such as Adobe signing, Power BI, notice boards like Trello and other communications systems as appropriate such as the Digital Asset Management System, the eclincher social media aggregator and more.

We also aim to be innovative in our communications, considering new approaches and vehicles to deliver our messages and support to SAls in new and improved ways that reflect advances in communications and in technology, while maintaining our other values. We encourage the use of inclusivity technology such as the Userway widget on our websites and Learning Management System, to improve access for all.

COLLABORATIVE

Value: We work effectively with partners towards common goals and objectives. We strive for coordination within IDI and between different organisations supporting SAls. We develop strong partnerships, and share information, resources and expertise to ensure no SAI is left behind.

Collaborative communication: We aim to work collaboratively across IDI and with our partners and stakeholders. Communications should reflect, as far as possible, the open, predictable, cross-IDI approach that is shared with SAls according to the Strategic Plan. IDI encourages the use of Microsoft Teams for real time, team-based communication, collaboration, and meetings. Employees are encouraged to use channels for organising discussions around specific topics or projects, and Teams should be used to share and collaborate on documents stored in SharePoint.

WITH HEART

Value: People are at the centre of everything that SAls and IDI deliver. We strive to be fair, gender-responsive, inclusive, empathetic, nurturing, respectful and to foster personal well-being and a sense of belonging. Behaving with heart is reflected in IDI's people, their emotional and cultural intelligence and in partnerships. With heart is an essential part of living each of the other IDI values and of sustainable development leading to better societies and improved lives. People are at the centre of everything that IDI delivers.

Communication with heart: The value of 'with heart' sits across the other three Values and impacts on how they are delivered. For instance, for any communication to be professional, it must be gender responsive. Innovative communications solutions must be inclusive of all. Collaborative communications require people to listen to others' views and comments respectfully and kindly. All communications should be fair, gender-responsive, inclusive, empathetic, nurturing, respectful and foster personal well-being and a sense of belonging. Requests regarding, for instance, cultural or personal identification (he/she/they) and requests to avoid photos should be honoured as far as possible and practical, while bearing in mind the requirements of individual and IDI's roles.

IDI'S INTERNAL INFORMATION FLOW

Microsoft Teams is our primary platform for internal collaboration and communication. It can be used for informal and formal communications between management and staff and with each other. All IDI staff are encouraged to regularly check Teams for updates and information. Alerts are set up for this purpose.

NB: employees are responsible for safeguarding their login details and ensuring the security of their communications. Any suspicious activity should be reported immediately to Admin.

All staff should use Teams and SharePoint to share and disseminate IDI-wide material. The ALL STAFF channel in Teams can effectively be termed as IDI's internal news channel, so all staff can use this channel to share information, for example on updates from meetings and events, and make announcements.

IDI staff may use Teams to communicate important updates announcements and feedback to their respective teams. IDI staff are encouraged to actively participate in group discussions, contribute to conversations and stay informed about company-related matters.

Teams may also be used to share important updates about activities in SAIs and projects that staff are working on. Relevant documents can be stored in SharePoint for comment and further action. Individual staff members may also be contacted on Teams for other specific actions, for example, adding a news article to the IDI website, or sharing information with a wider audience via e-mail.

Teams is also IDI's main tool for video conferencing, online meetings and screen sharing. Where possible, staff can share meetings agendas and documents in advance via SharePoint, and can record meetings for those who cannot attend in real time (bearing in mind GDPR requirements).

SharePoint (or any Teams platform recommended by IDI's management team) should be the central repository for company documents, policies and resources, until such time as other knowledge and information repositories such as Digital Asset Management systems are available. Folder structures should be maintained with understandable and trackable naming conventions. Please ask Admin if you need more help with these.

IDI staff should use SharePoint for collaborative document editing and version control. Please ensure that documents are closed at the end of use to avoid conflicts and mis-saving. You can restrict access to sensitive information by assigning appropriate permissions these permissions should be regularly reviewed and updated.

Where SharePoint is not the only repository for files, you will be advised how to properly use and maintain those platforms. This may include contributing to the SAI Capacity Database, Blue, or any digital asset library IDI may use once in place.

USING EMAIL

For consistency, record-keeping and ease of sharing, IDI staff are encouraged to use Teams as far as possible for internal communications. E-mail should primarily be used for external formal communication, announcements, and sharing of IDI material. This may include the use of Electronic Direct Mail, which in IDI's case is sent out via Campaign Monitor by the communications team. Though rare, there have been instances when the official email was not accessible. It may be necessary to use the personal email in such times.

Staff should maintain professionalism and clarity in e-mail correspondence, and respond to emails in a timely and courteous manner. When using e-mail, it is also necessary to be mindful of the sensitivity and accessibility of the information contained and GDPR requirements should be considered.

To ensure safe e-mail delivery, attachments should be kept to a minimum and only include relevant documents. Where possible distribution lists should be used to avoid e-mail overload. We should make use of the bcc function when sending e-mails to distribution lists. Ideally these distribution lists should be generated by Blue to maintain consistency and ensure information is up-to-date across IDI. Always be cautious of phishing attempts and suspicious emails and report any suspicious activity to Admin.

