

Policy: Communication

PL No. – 26

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Applicability – All Employees on Company Roll

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All communication within the organization shall be done in written only as much as possible. For the same email/whatsapp/written notes can be used. No person is supposed to go personally to other person for any work unless absolute necessary. Since it causes unnecessary interruptions and sometime can create upsets.

Hence anything of importance done verbally will be of no value and will be null and void. If you find anyone not following this, you must report this to HR – Head for appropriate penalty.

Staff can handle matters on phone calls but keep them as less as possible, put in written as much as possible.

Staff members can talk and communicate, there is no restriction on that but company related communication shall be done in written only. Seniors can go to their juniors and instruct them, it is the duty of the junior staff to write down the instructions. In emergencies or urgent situation this does not apply.

All employees are supposed to answer/acknowledge the communication they get within 24 Hours. If something takes longer time as it needs further digging/finding of data, the person must acknowledge the originator of the communication in written and let him/her know that he/she is working on the data being asked. Do not earn the reputation of someone who people avoid communicating to because they are neither getting acknowledged nor getting answered.

Also when sending a communication to anyone, always send complete and relevant information with it. When sending an email, mark the concern party in “to” and others



who require that information in "cc". Do not keep someone in "to" or "cc", just because you feel like telling them so at any later stage, you can say that you kept them in "cc".

Be very careful, only keep in "cc" associated parties with the matter.

ok Approved

Written By

Head – HR

Approved

Approved By

Management

