



WOMEN ENVIRONMENTAL PROGRAMME

COMMUNICATIONS POLICY

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1.0 INTRODUCTION

Women Environmental Programme (WEP) is a non-governmental organization whose aim is to empower people to address environmental challenges that affect them.

This document outlines WEP's communication procedures. It describes the various approaches to be employed in communicating with a variety of audiences, through a various channels. All communications shall be governed by the terms of this policy and applies to all individuals working for WEP who use our communications facilities.

2.0 POLICY OBJECTIVES

- i. Contributing to increased WEP visibility.
- ii. Enhance effective flow of information within and between WEP and her stakeholders

3.0 GENERAL PRINCIPLES

- i. Confidentiality: All information relating to WEP, her staff, partners, donors, beneficiaries and project operations are confidential. Staff must treat our paper-based and electronic information with utmost care.
- ii. Respect for intellectual property rights must be upheld
- iii. Employees must not use these media to do or say anything which would be subject to disciplinary or legal action in any other context such as sending any discriminatory (on the grounds of a person's sex, race, disability, age, sexual orientation, religion or belief), defamatory, or other unlawful material (for example, any material that is designed to be, or could be construed as, bullying or harassment by the recipient). If staff are in doubt about a course of action, take advice from your supervisor

4.0 INTERNAL COMMUNICATIONS

WEP aims to enable effective internal communication by providing a range of channels and engagement opportunities. These allow the WEP community to disseminate and discuss important information and topics of interest.

4.1 Methods of Communication

4.1.1 Letters: WEP employs the use of letters as one of the means of communicating to her employees. The use of letters must be employed in the following situations:

- Offer and acceptance of appointment
- Promotion of staff and salary increase
- Resignation/Termination of appointment
- Disciplinary measures
- Commendation
- Communication with Board Members

4.1.2 Memos: Memos are employed as an effective means for internal communication. The use of memos should be employed in the following situations:

- Requisition

- Communicating Management or Board decisions
- Leave application
- Communication between Line Managers and team members

4.1.3 Emails: Emails are used as a means of communication between staff, management and Board Members. Information shared via email will include but limited to; project information, notice of meetings/programs, invitations, resource materials, newsletters, reports, instructions, work plans and budgets.

All staff are assigned customized work emails from WEP's domain (www.wepnigeria.net) which will be used for internal communication. The use of personal emails from domains other than WEP's for official communication is prohibited.

4.1.4 Meetings: Meetings (Board, Management and Staff meetings) are other avenues for communication within the organization. Decisions unanimously taken at these meetings are expected to be complied with by all staff. Where decisions concerning staff are taken at Board and Management meetings, such decisions will be communicated to staff during staff meetings or via internal memos.

4.1.5 Informal: Although the aforementioned means of communication are considered official by the organization, informal means of communication such as; WhatsApp messages, text messages, telephone calls and verbal instructions can be used supposing they do not contradict the official means of communication. However, information/instructions passed through these channels must be back up with written communication.

4.2 Hierarchy of Communication

Staff are mandated to follow strictly the communication hierarchy as outlined in the organogram.

Specifically the following channels should be followed in these situations:

- Annual Leave: Staff should communicate to HR with others Managers in copy.
- Casual Leave: Staff should communicate to HR with others Managers in copy.
- Sick Leave: Staff should communicate to HR with others Managers in copy.
- Absence: Staff should communicate to Line Manager or HR.
- Meetings/Workshops: Notify the HR and all Line Managers.

The general rule is communication should be from top to bottom or vice versa without skipping any hierarchy.

5.0 EXTERNAL COMMUNICATION

WEP communicates with external stakeholders through the following approaches:

5.1 Stakeholders Engagement: WEP engages with stakeholders through meetings, workshops, Focus Group Discussions (FGD), Community Dialogues and Key Informant Interviews (KII). Through this media, we communicate our projects and programs and inspired different stakeholders to key into our goal.

5.2 Mainstream Media: This is another means through which WEP will communicate her programs/activities to stakeholders. WEP will employ the use of Television, Radio and newspapers to pass across information about her work to the public. We shall ensure regular television and radio appearances and contribution of articles to the newspapers.

The Media Officer will monitor, analyse, and report on media coverage of WEP. Staff are encouraged to speak to the media in their area of expertise and conscience of society.

Official WEP Comments

Staff must contact the Media Officer following media interviews to ensure a greater collection of media clips and to monitor media response to these interviews.

Official WEP comment is the responsibility of the Executive Director. The Program Manager, Project Manager and Media Officer may provide comments on behalf of WEP when appropriate. Where a media enquiry concerns a particular project, it should be referred to the programmes manager or relevant project team who may speak if they have delegated authority, or refer it to the relevant staff member for comment.

If any member of staff are approached on a matter that may be sensitive or on an issue that could be considered to be contentious, they should immediately contact the Executive Director, Deputy Executive Director, Programme Manager or Media Officer.

Staff not authorised to talk to the media should not purport to represent WEP in media, publications, or correspondence (including email). Letters and articles in newspapers should only make reference to the writer's position within WEP when the content of the letter/article is within the writer's area of expertise or responsibility.

News releases should be referred to Media Officer for review, a decision on when and how to release, and for consideration for posting on WEP's website and social media channels (example Facebook, Twitter and Instagram).

5.3 Website: WEP will at all times maintain a functional website to communicate information about the organization to the general public. The website will contain such information as; organization's logo, profile of Board and Staff Members, contact details, official publications, project activities, partners, news updates, staff vacancies and upcoming events.

All information for posting on the website should be submitted to the ICT Officer after vetting by the Executive Director, Deputy Executive Director, Programmes Manager, Project Manager of the related project and the Media Officer.

The ICT Officer should ensure that website is always up and running.

5.4 Social Media: WEP shall at all times maintain an active social media presence. All WEP's social media platforms (Facebook, Twitter and Instagram) must be updated as events and project activities unfold to keep beneficiaries, sponsors, donors, partners and the general public informed.

The content of our social media platforms shall be vetted by the Media Officer before publishing. Staff are prohibited from publishing their personal activities on the organization's social media handles.

6.0 WEP's LOGO

To maintain a consistent brand identity and enhanced visibility, WEP's logo must be used on all official documents and souvenirs. It must be visible and placed in a conspicuous position. Any document without WEP's logo shall be deemed not to have emanated from WEP.

Under no circumstance should WEP's logo be used by any staff for personal project, business, events or branding.

7.0 WEP's LETTERHEAD

For purposes of visibility and authenticity WEP shall produce and use a letterhead for communication within and outside the organization.

WEP's letterhead must not be used without the knowledge and approval of the Executive Director.

A draft of the document to be printed on WEP's letterhead must be written and properly proofread, edited and proved before printing to avoid misuse and waste.

Falsification of WEP's letterhead or unauthorized reprint is considered a criminal offence and disciplinary actions will be taken against such individual.

8.0 BRANDED TEMPLATES

Approved branded templates by the organization must be used for all WEP's documentation and presentations. Generic templates for general purposes are also available on request from line managers/supervisors.

9.0 SIGNATURE USE

The use of signature and signing of documents are considered very sensitive at WEP, the inappropriate use of signatures is not acceptable and considered liable under the laws of Nigeria and WEP holds the right to take disciplinary action against anyone who violates this policy.

Under no circumstances should any staff use the Executive Director's electronic signature for official or personal business without the authorization of the Executive Director. Any staff intending to use the signature must take permission directly from the ED after which the signature would be used under the guidance of the Human Resource Manager or authorized personnel.

Falsification of the ED's signature or signature of any the board of directors and member of staff is a criminal offense under the laws of the Federal Republic of Nigeria, any staff found wanting will be dealt with accordingly.

Employees should not sign any document not directly under his/her jurisdiction. If this must be done, permission should be taken from the Executive Director or the Human Resource Manager.

No document or agreement should be signed on behalf of WEP without the authorization of the Executive Director or Human Resource Manager.

Any official parcel or letter can be signed for and received by the front desk officer.

10.0 INTERNET

WEP expects you to use the internet sensibly. Bear in mind at all times that, when visiting a website, information identifying your PC may be logged. Therefore, any activity you engage in via the internet may affect WEP.

11.0 TELEPHONE

Telephones can be used for local calls and in emergency for national & international long distance calls.

Telephone users are requested to keep their conversations short in order to keep the cost down and to keep the lines open for other people in and outside the office that need to use the telephone. In general, employees should avoid using phones for non-official calls.

To keep track of calls, a record sheet is provided for all employees to log in all calls made using the office line.

In order to minimize communication costs as much as possible, email should be used rather than telephone calls.

12.0 IN-COMING AND OUT-GOING MAILS REGISTER

Copies of all in-coming and out-going official communications (letters sent or received) should be filed in appropriate registers. The employees sending / receiving important e-mails should be responsible to print and file such e-mails. A copy should go in the central file system.

13.0 MONITORING OF COMMUNICATIONS BY WEP

WEP will monitor telephone, email and internet traffic data (i.e. sender, receiver, subject; non- project and business attachments to email, numbers called and duration of calls; domain names of websites visited, duration of visits, and files downloaded from the internet) at a network level (but covering both personal and business communications). For the purposes of the maintenance of your own personal privacy, you need to be aware that such monitoring might reveal sensitive personal data about you.

14.0 SYSTEM SECURITY

Security of our IT systems is of paramount importance. We owe a duty to all our [partners, donors, customers/clients] to ensure that all of our project and business transactions are kept

confidential. If at any time, we need to rely in court on any information which has been stored or processed using our IT systems, it is essential that we are able to demonstrate the integrity of those systems. Every time you use the system you take responsibility for the security implications of what you are doing.

WEP's system or equipment must not be used in any way which may cause damage, or overloading or which may affect its performance or that of the internal or external network.

Staff must not take WEP's equipment and system home or outside WEP's premises for personal use by giving it to a third party outside WEP or convert it to personal use for family or friends.

Keep all confidential information secure, use it only for the purposes intended and do not disclose it to any unauthorized third party.

Keep your system passwords safe. Do not disclose them to anyone. Those who have a legitimate reason to access other users' inboxes must be given permission from that other user. IT Support will provide guidance on how to do this. If you have disclosed your password to anyone else (e.g. in response to a request from the IT staff) ensure that you change your password once the IT staff no longer need it. Contact IT Support for guidance on how to do this.

15.0 MISUSE OF WEP'S FACILITIES AND SYSTEMS

You must use WEP's information technology and communications facilities sensibly, [professionally], lawfully, and consistently with your duties, with respect for your colleagues and for WEP and in accordance with this policy and WEP's other rules and procedures.

Misuse of WEP's facilities and systems, including its telephone, email and internet systems, in breach of this policy will be treated seriously and dealt with in accordance with WEP's disciplinary procedure.

16.0 COMPLIANCE WITH THIS POLICY

All staff should comply this policy.

Failure to comply with this policy may result in disciplinary action being taken against you under WEP's disciplinary procedures, which may include summary dismissal, and/or in the withdrawal of permission to use the firm's equipment for personal purposes. If there is anything in this policy that you do not understand, please discuss it with your line manager/departmental head/partner.

Note that the procedures and policies outlined here, and in any related policy, may be reviewed or changed at any time. You will be alerted to important changes and updates.