

COMMUNICATION IN THE WORKPLACE

DEFINITION

Workplace communication refers to the workplace exchange of information and the discussion of issues relevant to the operations of the organisation. It can occur through both overt means such as official meetings, discussions, emails, reports and similar channels, and more casual forms of day-to-day communication.

PURPOSE

This policy provides a framework for effective communication within the work environment. Altaira is committed to a workplace that ensures all interested parties are well-informed, understand how the organisation operates, support one another, carry out daily tasks efficiently and effectively, and remain focused on the organisation's strategic vision.

Altaira believes that clear, transparent, respectful, accurate, coordinated and timely workplace communication between all interested parties (management, employees, and clients) is essential to achieving organisational goals.

This policy should be read in conjunction with the following related policies:

- QMSP012 – Code of Conduct Policy
- QMSP002 – Confidentiality and Privacy Policy
- QSMR031 – Grievance Resolution Policy
- QMSP019 – Equal Opportunity, Discrimination, Bullying and Harassment Policy
- QMSP028 – Performance Improvement, Counselling and Discipline Policy

POLICY

Altaira will ensure that all interested parties are fully and accurately informed, in a timely way, of all relevant activities, policies, issues and plans to enable them to be as effective as possible in their roles.

Altaira will ensure that all stakeholders are aware of their responsibility to develop and maintain good communication practices.

The principle of a two-way flow of information and discussion will be incorporated in communication procedures, providing for feedback and sharing of opinions.

Workplace communication will be conducted free of discrimination, harassment and bullying, and will be respectful of confidentiality and privacy.

ROLES, RESPONSIBILITIES AND REPORTING

To maintain accountability and consistency in workplace communication:

- Management is responsible for modelling appropriate communication standards, ensuring timely dissemination of information, and addressing communication-related issues within their teams.
- Employees are responsible for communicating respectfully and accurately, seeking clarification when unsure, and raising concerns about any breaches of this policy.
- Concerns or breaches (such as communication that breaches confidentiality, respect, or accuracy) should be reported to the immediate supervisor, Compliance Manager, or the Director, following the escalation pathway outlined in the Grievance Resolution Policy.
- Management will monitor adherence to this policy and may conduct periodic reviews or training to support effective communication across the organisation.

PROCEDURES

Generally

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- Give preference to face-to-face communication or the telephone as the main means of communication.
- Prepare written information in plain English.
- Provide information using options such as, but not necessarily limited to:
 - Staff meetings
 - One-to-one meetings
 - Emails
 - Phone messaging
 - Policies
 - Handbooks and instruction manuals
 - Entire app

When Taking Messages

- Repeat the information to make sure it is correct.
- Note the time, message details, sender’s name, phone number, position, email or address as appropriate.
- Provide or forward the message to the recipient as soon as possible.
- If necessary, check later that the message has been received.

Written Communication

- Confirm important information and decisions in writing for the record and/or so that the information can be referred to in future.
- Provide operational handbooks and instruction manuals and make them readily available to staff.
- Share important information and issues in a timely and accurate manner with management.
- Prepare and provide comprehensive induction information to new staff.
- Actively provide accurate, relevant and up-to-date information to all staff.
- Ensure that staff views are heard and considered.
- Use consistent, regular and open methods for delivering information and obtaining the views of staff.
- Hold regular staff meetings.
- Notify the relevant people if information appears inaccurate or unclear.
- Provide accurate and timely information on any matter in which you are involved or become aware of to all relevant people.
- Provide consistent messaging to all employees across all communication platforms.

COMPLIANCE AND RECORD-KEEPING

All workplace communication—particularly formal decisions, operational matters, or client-related information—must comply with Altaira’s Confidentiality and Privacy Policy and record management requirements.

- Written communication (emails, reports, meeting minutes, and similar) must be retained in accordance with organisational data retention schedules.
- Employees must ensure that sensitive or confidential information is shared only with authorised individuals.
- Misuse, alteration, or destruction of communication records may result in disciplinary action under the Performance Improvement, Counselling and Discipline Policy.

MONITORING, REVIEW AND CONTINUOUS IMPROVEMENT

This policy will be reviewed at least annually, or as required, by management to ensure ongoing relevance and effectiveness.

- Feedback from staff surveys, internal audits, and incident reports will be used to identify opportunities for improvement.
- Refresher training or communication workshops may be conducted to support consistent understanding and application of this policy.
- Updates to the policy will be communicated to all employees and made available via the company intranet or handbook.

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