



## **INTERNAL AND EXTERNAL COMMUNICATIONS POLICY**

### **Introduction**

Malawi UK Association is committed to ensuring that appropriate policies, procedures are in place to support good internal and external communications.

The objective is to:

- a. Ensure effective communication within MAUK secretariat, between secretariat and executive committee, and external stakeholders.
  - b. Develop effective two-way communications channels between MAUK Secretariat and all external stakeholders.
  - c. Ensure timely communication to all MAUK stakeholders.
  - d. Build and maintain confidence in secretariat.
  - e. Develop and sustain positive relationships with external stakeholders.
1. Chairman is the principal spokesperson for the MAUK. Chairman/Secretariat for whatever reason can delegate any member of the secretariat to communicate the official position of MAUK (Article 8f). Media requests to be directed to the Chairman/Secretary General, and all media releases, should be circulated as draft to members of the secretariat for prior comment and approval. No Secretariat member shall speak "off the record" to the community or to the media in an official capacity without delegated authority.
  2. Decisions taken by the executive committee should be communicated to key stakeholders within seven (7) days. Where minutes are not ready chairman/secretary general should provide a brief outline of key points discussed at the meeting to stakeholders.
  3. Secretary General/vice are responsible for informing or notifying members and convening of all meetings of the Association (Article 8.3b).

4. Secretary General/vice is the responsible for communicating relevant information to the membership of regional Chapters (Article 8.3d). Likewise, regional chapters should channel all their communications through the office of the Secretary General.

5. Open channels of communication should be maintained at all times between Secretariat, regional chapters and other stakeholder (two-way communication system).

5. No information should be relayed to chapters or any other stakeholders without approval or prior knowledge of the secretariat. To that effect leaking of confidential information by members of the secretariat is disallowed.

6. MAUK Executive committee members shall not make unauthorised disclosure of confidential information to their regional chapter members or any other person not privy to that information unless authorised by secretariat.

7. The Secretariat shall use direct and indirect personal contacts (mobile phones, emails and social media) and meetings for internal communications (GDPR will be strictly adhered to with regards to personal contact details).

8. Secretariat shall use website, meetings, publications, events, presentations and social media for external communication. Secretariat to be aware or approve what sort of information to be placed on the website and social media. Chairman/Secretary general to update information on the website.

9. Secretariat to take reasonable steps to ensure that communication is accessible to all by ensuring that information is made available in a variety of formats in line with MAUK Equality commitment and other relevant UK legislation.

10. The communications policy will be reviewed as and when it is necessary.