



Oceans London

Communication
Policy 2025

Communication Policy

Aim/Purpose of policy: To ensure that appropriate arrangements are in place to support good internal and external communication.

Internal Communication

Methods: Internal communication amongst staff and volunteers to be predominantly over email/WhatsApp to ensure an electronic trail. Occasional telephone calls may be backed up by recordings or email follow-ups to keep a log of what has been said/agreed.

Relevant people are to be copied in to emails/WhatsApp who are not in attendance.

Document sharing via online system- PDF attachments in emails/WhatsApp.

No sensitive information to be shared outside of the staff and leadership.

Protocol:

Confidentiality: Communication should only be had with the relevant members of the team. Items to be kept confidential unless otherwise agreed. Clear team members to be outlined at the outset.

Emails: Only address to and cc relevant recipients. Do not share with external parties unless agreed by directors and leaders.

WhatsApp: Only address to relevant recipients. Do not share with external parties unless agreed by directors and leaders.

Sharing sensitive information: Predominantly via secure online Intranet system or as PDF attachments in emails.

Teams and Departments:

Department Heads have a responsibility to ensure that with regard to internal and external communication:

- The Communication Policy and Operational Guidelines are implemented in full within his/her department using the appropriate means.
- There is timely and efficient dissemination of pertinent information to relevant individuals and or teams.
- Departmental induction is implemented in a complete and thorough manner.

External Communication

Methods: External communication includes:

- Social Media
- Website
- Publications
- Events
- Public Liaison
- Presentations
- Direct and indirect personal contacts
- WhatsApp

Direct personal contact: Will be predominantly over email to ensure an electronic trail. Occasional telephone calls may be backed up by recordings or email follow-ups.

Document sharing via email. Sensitive information via PDF attachments.

Only assigned individuals to liaise with external parties.

Social Media, Public Posts/Notifications including photos:

To be proofread and agreed beforehand by official nominated person/s

Congregation Enquiries:

All congregation enquiries to be directed to info@oceanslondon.co.uk

No decisions to be made *by any individual on Oceans matters without conferring with Pastor Liz.*

Any enquiries, sensitive conversations and or gossip to be reported to Pastor Liz.

This policy will be reviewed on an annual basis.