



COMMUNICATION POLICY

Guidelines and Principles

2023

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INTRODUCTION

At Ngand Technology, we recognize the critical role that effective communication plays in achieving our organizational goals, fostering a positive work environment, and building strong relationships with our stakeholders. This communication policy is designed to provide clear guidelines and procedures for communication within our organization, both internally among employees and externally with clients, partners, and the public.

Effective communication is not just about conveying information; it is about creating a culture of transparency, collaboration, and understanding. It ensures that everyone is aligned with the company's vision, mission, and values, and promotes a sense of shared purpose among employees. By establishing clear communication channels, protocols, and expectations, we can enhance productivity, minimize misunderstandings, and create an environment where everyone feels heard, valued, and empowered.

This policy serves as a roadmap for communication practices at Ngand Technology. It outlines the various channels available for communication, sets guidelines for appropriate and professional communication conduct, and emphasizes the importance of active listening, empathy, and respect in all interactions. Furthermore, this policy highlights the significance of consistent brand representation in external communication, maintaining positive customer relationships, and coordinating media and public relations efforts.

We understand that effective communication goes beyond the transmission of words. It encompasses both verbal and non-verbal cues, as well as written and digital communication. We encourage our employees to embrace diverse communication styles, adapt their approach to different audiences, and continuously seek opportunities for improvement and growth in their communication skills.

It is important to note that this communication policy is not intended to stifle creativity, individuality, or open dialogue. On the contrary, it aims to provide a framework that encourages constructive and respectful communication while allowing for flexibility and innovation. We value the diverse perspectives and ideas of our employees, and this policy aims to create a safe and inclusive space for open discussions and the exchange of thoughts.

As communication practices evolve over time, we commit to regularly reviewing and updating this policy to align with emerging technologies, changing business needs, and industry best practices. We expect all employees to familiarize themselves with this policy, adhere to its guidelines and procedures, and actively contribute to cultivating a culture of effective communication within Ngand Technology.

By embracing this communication policy, we can build stronger internal and external relationships, enhance collaboration and productivity, and ultimately achieve our vision of leveraging technology to transform lives and empower communities.

Remember, every conversation matters, and every interaction is an opportunity to connect, inspire, and make a positive impact. Together, let's communicate with purpose and integrity as we drive Ngand Technology forward.

INTERNAL COMMUNICATION

Channels of Communication

We encourage open and accessible communication channels to facilitate the flow of information within the company. The following channels should be utilized based on the nature and urgency of the communication:

- Email: Email is the primary channel for non-urgent and formal communication. It should be used for sharing important updates, announcements, and documentation;
- Instant Messaging Platforms: Instant messaging platforms, such as Slack or Microsoft Teams, can be used for quick and informal communication, team collaboration, and file sharing;
- Team Meetings: Regular team meetings should be scheduled to discuss project updates, address challenges, and foster collaboration. Meetings should have clear agendas and be conducted in a structured manner to ensure productive discussions;
- Collaboration Tools: Utilize project management and collaboration tools, such as Trello or Asana, to facilitate teamwork, task assignments, and progress tracking.

Timeliness and Responsiveness

Employees are expected to respond to internal communications in a timely manner, demonstrating respect for colleagues' time and priorities. The following guidelines should be followed:

- Emails: Respond to emails within 24 hours, unless it requires additional time for research or preparation. If an immediate response is not possible, acknowledge receipt and provide an estimated timeline for a detailed response;
- Instant Messaging: Respond promptly to messages during working hours, keeping in mind the urgency and importance of the communication. If unable to respond immediately, set an appropriate status indicating availability or estimated response time.

Professional Language and Tone

All internal communications should adhere to a professional and respectful tone. The following guidelines should be observed:

- Use clear and concise language to convey messages effectively;
- Avoid using jargon or technical terms that may be unclear to recipients outside the specific domain;
- Maintain a positive and constructive approach, even when addressing challenges or providing feedback;
- Proofread and review messages before sending to ensure clarity and professionalism.

Confidentiality and Data Privacy

Confidential information, including sensitive company and employee data, should be handled with the utmost care and only shared with authorized individuals. The following guidelines should be followed:

- Do not disclose confidential information to unauthorized individuals within or outside the organization;
- Follow the company's data protection policies and procedures when handling, storing, and sharing sensitive information;
- Be vigilant about protecting personal and confidential information when communicating electronically, ensuring secure transmission and appropriate access controls.

EXTERNAL COMMUNICATION

Brand Representation

When communicating externally on behalf of Ngand Technology, employees should adhere to the company's brand guidelines and present a consistent and professional image. The following guidelines should be observed:

- Use approved templates, logos, fonts, and colors in all external communications, including emails, presentations, and documents;
- Consistently convey the company's mission, vision, and values in external messaging;
- Ensure that all external communications align with the company's messaging strategy and overall branding.

Customer Communication

Our customers are essential to our success, and all interactions should be handled with respect, empathy, and professionalism. The following guidelines should be observed:

- Respond to customer inquiries, requests, and complaints in a timely and courteous manner;
- Provide accurate and relevant information to customers, addressing their concerns and resolving issues effectively;
- Maintain a customer-centric approach, actively listening to customer needs and feedback to improve products and services.

Media and Public Relations

External communication with the media or public should be coordinated through the designated spokesperson or communications team. The following guidelines should be followed:

- Designate authorized spokespersons to handle media inquiries and press releases;
- Coordinate with the communications team for media interviews, statements, or any public relations activities;
- Ensure that all external communication to the media or public is accurate, consistent, and aligns with the company's messaging strategy.

COMMUNICATION ETIQUETTE

Active Listening

Effective communication involves active listening to understand others' perspectives, concerns, and feedback. The following guidelines should be observed:

- Demonstrate attentiveness and engagement when others are speaking;
- Ask clarifying questions to ensure understanding and avoid misinterpretation;
- Avoid interrupting and allow others to express their thoughts fully before responding.

Constructive Feedback

Feedback should be given in a constructive and respectful manner, focusing on specific behaviors or issues and offering suggestions for improvement. The following guidelines should be observed:

- Provide feedback in a private and confidential setting, emphasizing the intention to support growth and development;
- Use "I" statements to express observations, avoiding personal attacks or generalizations;
- Offer specific examples and actionable suggestions for improvement.

Conflict Resolution

In the event of conflicts or disagreements, employees should strive to resolve issues professionally and respectfully. The following guidelines should be followed:

- Engage in open dialogue to understand different perspectives and find common ground;
- Practice active listening and empathy to foster understanding and mutual respect;
- Seek assistance from a supervisor or HR representative if conflicts cannot be resolved through direct communication.

Compliance and Monitoring

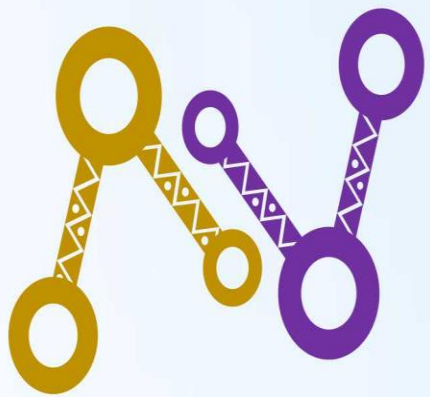
Ngand Technology is committed to ensuring compliance with applicable laws, regulations, and ethical standards in all communications. The company reserves the right to monitor communication channels for compliance and take appropriate action if any violations occur. The following guidelines should be observed:

- Use communication channels responsibly and ethically, adhering to legal and company policies;
- Refrain from engaging in discriminatory, offensive, or harassing communication;
- Report any concerns or violations of the communication policy to the appropriate authority within the organization.

CONCLUSION

Effective communication is the foundation of a successful organization. This communication policy provides comprehensive guidelines and procedures to promote clear, respectful, and professional communication within Ngand Technology. By adhering to these principles, we can foster collaboration, build strong relationships, and achieve our goals while upholding our core values and mission.

Please note that this communication policy is subject to review and updates as needed to align with changing business needs and industry best practices. It is the responsibility of all employees to familiarize themselves with this policy and adhere to its guidelines and procedures.



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