

COMMUNICATION POLICY

OBJECTIVE

The objective of this policy is to ensure that the organisation handles relationships with its stakeholders in a professional and consistent manner.

POLICY

Both the Municipal Manager and the Chairperson of the Municipality are responsible for communicating with all Municipality stakeholders. All information that is sent by the organisation needs to be sanctioned by the Municipal Manager and the Chairman of the Municipality.

The following should be noted:

- (1) No employee should deal directly with the government, or any of the Municipality's key stakeholders without prior consultation, approval and the support of the Municipal Manager.
- (2) If an employee is approached by any of the stakeholders, they must be referred to the Municipal Manager.
- (3) It is totally inappropriate and unacceptable for an employee to make any public statements or speculate on any subject that concerns the Municipality operations. All external enquiries from stakeholders and the media need to be referred to the Municipal Manager and the Communications Office; and
- (4) Employees should strictly adhere to this policy, and deviations from this policy will not be tolerated.