

## 1.0 PURPOSE

Sigma values good internal communication and believes it is a critical element of creating a successful and highly engaged organisation. Internal communication encompasses both "official" communication (announcements, memos, publications, policies and procedures, etc.) and "unofficial" communication that occurs among and between team members (the exchange of ideas, information and opinions).

Internal communication occurs in all directions and Sigma encourages all team members to actively participate in internal communication by sharing information, knowledge and ideas.

This policy acknowledges that due to the confidential nature of some business activities it is not possible to share all information with team members. Therefore, a balance must be struck between keeping team members informed and protecting confidential and sensitive information.

This Policy outlines Sigma's internal communication framework, the objectives which underpin it, and the roles of team members, supervisors and managers in establishing effective internal communications within Sigma.

## 2.0 SCOPE

This policy applies to all Sigma team members, contractors and service providers.

## 3.0 DEFINITIONS

**Sigma:** means Sigma Pharmaceuticals Limited and all of its subsidiaries.

## 4.0 POLICY

### 4.1 Objectives

Through our communications with our team members, we aim to:

- Provide team members with the information they need to do their jobs effectively
- Provide team members with clear standards and expectations for their work
- Provide team members with feedback on their own performance
- Help maintain a shared vision and a sense of ownership in the organisation

### 4.2 Methods of communication

We recognize that we have a diverse group of team members- differing in working hours, location, tenure and type of work. Sigma is committed to identifying the best methods of communication to suit and reach our diverse team

### 4.3 Messages

Our messages should be:

- Purposeful
- Tailored to the audience (both in delivery and content)
- Timely
- Consistent

### 4.4 Expectations and responsibilities

#### All team members

As a team member, you can expect to be:

- provided with relevant information and kept informed of relevant developments in a timely manner;
- consulted on issues relevant to your area and the wider organisation;
- given the opportunity to raise questions or issues of concern relevant to your work. Your questions should be treated seriously and respectfully and should be answered either immediately or within a reasonable period

As a team member, you should:

- actively participate in internal communication by providing information to relevant stakeholders and departments
- raise relevant questions or problems with your supervisor or manager (or through other channels if necessary, including the Issue Resolution process)- your questions should be treated seriously and respectfully;
- attend meetings where requested (or where this is not possible, arrange to be given feedback by a colleague or manager);
- read relevant Sigma correspondence, including emails, notices etc.

### **Supervisors and managers (including the Executive Leadership Team)**

As a supervisor or manager, you can expect to be:

- permitted to communicate most issues (particularly relating directly to your own area) to your team members yourself;
- briefed on any sensitive or significant issues in advance of your team member's being informed, so that you are in a position to answer questions from your team members;
- consulted on proposed developments which will affect your area, to ensure that proposals are "workable" on the ground;
- kept informed of general developments by your manager or senior managers

In addition to the responsibilities of all team members, if you are a supervisor or a manager, you also have responsibility to:

- communicate with your team about relevant issues, how they apply to your work area, whether proposals are "workable" or how they could be improved etc.;
- treat questions from your team members seriously and respectfully. Respond to all questions (whether immediately or after further investigation) and provide an explanation for the answer;
- raise any significant problems or issues of concern in your area (which you cannot resolve) with your line-manager;
- be as informed as you can be about the issues relevant to your area and your team members;
- empower your team members by providing them with information to enable them to do their jobs as well as possible;
- encourage networking by your team members, both with team members in other areas of Sigma and with other stakeholders;

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- hold regular meetings with your “direct reports” to discuss developments, plans and performance within your area/department, as well as wider Sigma developments where relevant;

#### **4.5 Sigma-wide internal communications**

To ensure consistency, quality and appropriateness, the General Manager Human Resources is responsible for monitoring all **Sigma-wide** internal communications (i.e. emails, memos, publications, face-to-face meetings). Therefore, all Sigma-wide internal communications must be reviewed by the General Manager Human Resources prior to distribution/implementation.

Team members (including supervisors, managers and ELT) are not authorised to distribute Sigma-wide communications without first obtaining authorization from the General Manager Human Resources or the CEO and Managing Director.

#### **5.0 FURTHER INFORMATION**

- Sigma Code of Conduct
- Good Working Relationships policy
- Issue Resolution Process
- Electronic Communications Policy and Guidelines
- Social Media Policy

#### **6.0 BREACH OF POLICY**

As is the case with all of Sigma’s policies, failure to comply with this Policy may result in disciplinary action, leading up to and including, termination of employment.

#### **7.0 DISCLAIMER**

This policy sets out the Sigma’s general approach to the matters it covers but is not intended to bind the Sigma. Accordingly, this policy acknowledges that Sigma may, at its absolute discretion, amend, vary or terminate the policy at any time and in any individual case, may depart from the policy wholly or in part.