



# Club Communications Policy

## 1. Purpose

This policy sets out the Club's expectations regarding how the Club Committees, members of the Club Committees, staff, club members, and club volunteers communicate on behalf of our Club. Communications may be internal or external.

## 2. Scope of Policy

This policy applies to all members, volunteers, and staff involved in internal and external communications within the Club and to any party authorised by the Club to communicate on its behalf.

## 3. Policy

### 3.1 Internal Communications Policy

As a Club, we aim to be transparent and open and to encourage and promote two-way communication among committees, members, volunteers, and staff.

The Club encourages suggestions, questioning, raising problems/issues, passing on relevant information and giving feedback.

The Club also encourages using other internal communication channels such as email, newsletters, and noticeboards as appropriate.

### 3.2 Name, Logos and Branding

All names, logos, and branding are protected. They should only be used with the consultation and consent of the Management Committee. The use of names, logos, and branding includes but is not limited to, merchandise, advertising, both print and digital, and any material print or digital that incorporates the names, logos, and branding.

### 3.3 External Communications Policy

The following are in place to safeguard and protect everyone who communicates on behalf of the Club.

- Utmost discretion should be maintained at all times when discussing club affairs.
- Always remember that personal opinion is personal, and you should ensure this is made clear.
- The Management Committee should approve external communications.
- The Management Committee has operational responsibility for managing our public image and reputation.
- The club representatives authorised to approve information releasable to the public media are the Management Committee or the person duly appointed by the Management Committee.
- The Management Committee or person appointed by the Management Committee will authorise all public statements and media releases.



# Club Communications Policy

- Material used when completing presentations, speeches or any publication or article relating to the club business or golf activities in any public forum should also be cleared by the Management Committee or a person appointed by the Management Committee.
- Any interaction with the press, publications, radio, TV, or lectures related to Club matters must receive prior approval from the Management Committee unless such authority has been delegated to a club officer.
- If a club member, club volunteer, or staff member asks for information, you should direct the query to the Management Committee and ensure that clearance is given before responding.
- Internal email correspondence within the Club shall not be copied (including blind copied) to any external third parties without the expressed permission of the Management Committee to confirm that it is appropriate to do so.
- Details about the scope, duration, and timelines for projects on the right-of-way entrance road should be communicated to residents before and during the project regarding the potential impact such work may have on their accessibility. All communications relating to this subject matter should be communicated to the relevant parties in a hard and soft copy if the latter information, such as email addresses, is available.
- All decisions to cut hedges, trees, and other vegetative growth at boundary lines should be communicated to the respective property owners. This should include the work's scope, timeline, and duration. The works should abide by best safety practices and within the timeframes allowed in legislation. All communications relating to this subject matter should be communicated to the relevant parties in a hard and soft copy if the latter information, such as email addresses, is available.
- No cutting hedges/trees should be done on the adjoining property unless agreed with the owner and approved by the committee. All decisions and agreements should be noted in writing and signed by both parties before the commencement of any works.
- Entry to all properties adjoining the Club boundaries is strictly prohibited without express written approval and permission from the property owner and the Management Committee of Nenagh Golf Club.

## 4. Club Spokespersons

The Club's Captains and Presidents will be the designated Club Spokespersons unless otherwise agreed by the Management Committee or delegated to another Club Officer.