



Communication Policy

Purpose:

For SlavkaSk, an international nonprofit organization, effective operation relies on clear, transparent, prompt, and respectful communication among all employees, partners, and stakeholders. This policy outlines the principles, channels, and behavioral standards for both internal and external communication.

1. Internal Communication Principles

- **Official Language:** English is the default language for international communication. Local language use is allowed, but all official reports and documents must also be prepared in English.
- **Response Times:** All internal emails and messages must be answered within 48 hours; urgent matters must be addressed immediately.
- **Respect and Courtesy:** All employees must communicate in a respectful and professional manner, even in the case of conflict.
- **Respect for Hierarchy:** Organizational hierarchy must be observed in communication. Initial reporting should always be to the direct supervisor, unless the situation is urgent or of legal nature.

2. Communication Channels

- **Email:** The primary channel for official correspondence. Use of the corporate email address is mandatory.
- **Company Platforms:** Tools like Slack, Teams, or other internal systems must be used across all teams.
- **Documents:** Official documents and presentations must use centrally approved templates only.
- **Central Portal:** Internal policies, training materials, and company news are published on the central intranet.

3. External Communication

- **Press and Media:** Public statements may only be issued with prior approval from central management.
- **Partners and Clients:** All official correspondence must include the organization's name, contact information, logo, and a link to the website.

- **Prohibited:** Presenting personal opinions as official views, giving unauthorized interviews, or launching social media campaigns without permission.

4. Communication Conduct Rules

- **Complaints and Criticism:** Must be constructive and include specific suggestions.
- **Sensitive Topics:** Religious, political, or gender-related topics are strictly prohibited in official work communication.
- **Social Media Presence:** Only content approved by the central office may be posted on official accounts. Private accounts must not share business secrets, working conditions, or internal photos.

5. Confidentiality

- All employees must sign a confidentiality agreement.
- Business information, development documents, and partner contracts are for internal use only.
- Breach of confidentiality is considered a serious contract violation and may result in disciplinary and legal consequences.

6. Visual Communication

- **Logo Use:** Only approved logos and branding elements may be used.
- **Presentations:** Standard templates are mandatory, with specified colors, fonts, and layouts.
- **Marketing Materials:** Only materials created or approved by central management may be used for publications or presentations.

Regulation Issued By:

Ignác Czakó, President of the SlavkaSk International Nonprofit Organization