LEON GUARDING

INTERNAL AND EXTERNAL COMMUNICATIONS STRATEGY POLICY

Internal And External Communications Strategy Policy POL52 - JAN 2026, Issue 1

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SIA APPROVED CONTRACTOR

INTERNAL AND EXTERNAL COMMUNICATIONS STRATEGY POLICY

Introduction

Leon Guarding & FM Limited is committed to ensuring that appropriate policies, procedures and monitoring arrangements are in place to support good internal and external communications. Leon Guarding & FM Limited is further committed to developing two-way communications channels recognising that the key stakeholder groups who can support Leon Guarding & FM Limited to improve services are those who use the services and those who deliver them. It is the aim of Leon Guarding & FM Limited to continually improve communications, thus assisting employees to understand the Leon Guarding & FM Limited objectives.

Purpose and Aims

Maintaining good internal and external communications is particularly important to help staff and other stakeholders to understand the Leon Guarding & FM Limited mission, values, objectives, developments and issues.

Planned communication aims to:

- provide stakeholders with timely information regarding matters of interest to them;
- ensure that staff, their representatives and other key stakeholders are engaged on a regular basis in order to provide information, receive feedback and act on this as appropriate;
- enhance the commitment of all staff to the Leon Guarding & FM Limited performance;
- build staff awareness of the environmental factors affecting the performance of the Leon Guarding & FM Limited;
- inform stakeholders (as appropriate) of the environmental factors affecting the performance of the Leon Guarding & FM Limited;
- raise awareness of the Leon Guarding & FM Limited and its achievements;
- promote and enhance the reputation of the Leon Guarding & FM Limited;
- champion and facilitate the ethos of staff involvement within the Leon Guarding & FM Limited; and
- ensure that all employees receive consistent messages

Leon Guarding & FM Limited has a culture of openness and the Directors and Senior Management Team regularly meet employees on an informal and formal basis to pass on information about current issues, respond to queries and receive feedback.

Policy Statement

Leon Guarding & FM Limited is committed to the following clear communication principles for staff, clients and all other stakeholders.

All communications activity should: -

- Be accessible to all in line with the Leon Guarding & FM Limited commitment to equality legislation;
- Reflect a commitment to using plain English;
- Be open and honest;
- Be relevant, accurate and timely;
- Enable meaningful engagement with stakeholders;
- Recognise the importance and value of engaging with the community, industry, clients and staff;
- Ensure that the Leon Guarding & FM Limited listens to stakeholders, acts on information received when appropriate and provides feedback;
- Reflect the principles of confidentiality, Data Protection, Freedom of Information and other relevant legislation.

Policy Objectives

Internal

- To maximise staff potential by improving the communication systems and ensure appropriate mechanisms are in place to increase staff understanding of the Leon Guarding & FM Limited vision, core values and corporate objectives.
- To motivate staff and engage with them in a productive and professional way befitting of the Leon Guarding & FM Limited brand.
- To ensure that robust systems of communications are in place which place an emphasis on personal contact (e.g. phone calls rather than text messaging)
- To ensure that all staff are kept aware of policies and procedures relevant to their work.
- To develop a formal consultative process, including team briefings, which will contribute to the achievement of Leon Guarding & FM Limited objectives.
- To put in place a mechanism to audit internal and external communication within the Leon Guarding & FM Limited and to act on the findings.
- To ensure staff maximise potential opportunities to promote the Leon Guarding & FM Limited Corporate identity to relevant stakeholders within levels of responsibility and other constraints (e.g. finance, confidentiality).

External

- To develop effective two-way communications channels between the Leon Guarding & FM Limited and all key stakeholders.

- To ensure timely communication of changes or developments in company or the industry.
- To build and maintain confidence in the quality of services provided by Leon Guarding & FM Limited.
- To develop and sustain positive relationships with key external stakeholders.

Ensuring good communication

- Two-way communication between management and staff is crucial to the effective operation of any organisation.
- Leon Guarding & FM Limited recognises that effective communication is critical to the achievement of its objectives.
- Leon Guarding & FM Limited recognises that if employees are kept well informed and given opportunities to provide feedback, their ability to embrace change is likely to be enhanced.
- Leon Guarding & FM Limited has a responsibility through the line management structure to keep staff informed. It recognises that staffs have a right to receive up to date and accurate information concerning Leon Guarding & FM Limited and its activities, including any proposed changes to service delivery.
- Systems for communicating will include the following: - corporate induction, staff/team meetings, publications, newsletters and email briefings. It is Leon Guarding & FM Limited aim to implement, maintain and monitor these systems to ensure that the information reaches all staff and that staff can provide feedback.
- Leon Guarding & FM Limited must aim to build and sustain stakeholder confidence in the quality of services provided by Leon Guarding & FM Limited.
- Security and effective external communications can assist in the achievement of this.
- Leon Guarding & FM Limited recognises that excellence in communications practice will contribute to enhanced public awareness and understanding of Leon Guarding & FM Limited and its role in the industry and wider community; leading to improved corporate reputation.

Review and Monitoring

This policy will be reviewed annually or whenever there are significant changes in legislation or company operations that impact safeguarding practices. Regular audits will be conducted to ensure compliance with this policy and the effectiveness of safeguarding measures.

Signed: Shahzad Sadique ***Date: 31 -Jan- 2026***