

SAMPLE Communication Protocols

INSERT AND INSERT agree to:

1. Fully support and treat each other with mutual respect and speak respectfully of one another within the organization especially when the other is not present.
2. Give each other the benefit of the doubt (assume positive intent).
3. Extend trust to one another and to never take trust for granted.
4. Acknowledge the role each other plays and respect boundaries between the roles and responsibilities ensuring each stay within their lanes.
5. Work together to maintain a healthy workplace.
6. Respect each other's time, including scheduled vacations and non-work hours (except when a matter is urgent and important).
7. Honor confidentiality agreements.
8. Represent the NAME ORGANIZATION to all external parties including the media with one voice, and deliver a coordinated, and unified message.
9. Lead in an ethical and unbiased manner.
10. Include each other in discussions which relate to senior decision-making on topics which impact the organization, fully disclosing all relevant information and minimize the number of In Camera meetings which exclude the Managing Director.
11. Review all pros, cons, risks, concerns, financial and other impacts etc. presented, and communicate the complete picture to Council and Committees.
12. Provide agenda and background/relevant information pertaining to Council and Committee meetings well in advance of meetings.
13. Not ever unreasonably exclude Managing Director's agenda items, ideas, recommendations, issues, proposals etc. in Council and Committee agendas.
14. Meet or connect in writing as needed (at least once each week).
15. Respond to emails and phone call requests from each other within 24 business hours even if it is with the message "I need more time to get back to you on this."
16. Be transparent about what they need from each other recognizing differences in personality and communication styles, speaking directly to each other when there is a problem in their relationship ("yellow light system"). If the problem is not resolved or continues, the concern should then be communicated to HR and then to the Executive Committee (excluding INSERT) with HR involved. If the dispute cannot be resolved by the Executive Committee and HR, then Executive Committee and HR will approach Council and agree on a process directed by Council.

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INSERT NAME

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INSERT NAME

DATE