# Integrated Horticulture Services

**Communication Policy and Procedure**

Integrated Horticulture Services (IHS) uses technology to communicate with its customers, potential customers, suppliers, partners and the general public and target audiences. To do this we encourage the use of new and emerging technologies such as blogs, wikis, Twitter, Pintarest, social networks (including LinkedIn and FaceBook) and any other form of online publishing or discussion.

We support employees’ who wish to tell the world about their work and passion for horticulture. This policy and procedure is to provide clear guidelines around communicating using these new ways of communicating to avoid any problems or misunderstandings when you are representing HIS internally or externally.

**Other IHS Policies and Procedures**

Please read the Working at Integrated Horticulture Services and the Customer Service Policy and Procedure. These will provide information on anti-discrimination and harassment and confidentiality. At all times, respect your audience by not using sexist or racist language, personal insults, obscenity or offensive images in your communications. Never trash or criticise the organisation or your colleagues.

**Other requirements**

* Do not represent yourself as a ‘spokesperson’ for the organisation. Make sure that you identify yourself with your name and if relevant your tole at IHS. This is the role of the Managing Director, Ena Witchell.
* Use a disclaimer such as ‘The postings on this site are my own and do not necessarily represent Integrated Horticulture Services.
* Write in the first person and do not use your work email for private communications.
* Do not circulate any information or email that has been sent internally, including emails from the Managing Director.
* Do not disclose anything such as a new product or service being developed by the organisation before it has been officially launched by the Managing Director.
* Do not comment on anything work-related or legal.
* Do not infringe on the copyright of others. If you wish to use written information, images or photos that belong to others seek their permission first and also identify the writer/artist/photographer.
* Finally, use your common sense for every communication and think carefully about the consequences of your actions (communications).

Ena Witchell, Managing Director

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