

SOP: Standard Channels for Internal Communication

This SOP establishes **standard channels for internal communication** within the organization, detailing the appropriate use of email, chat platforms, meetings, and bulletins. It aims to enhance clarity, efficiency, and consistency in information dissemination and collaboration among employees by defining protocols for each communication method, ensuring timely updates, fostering engagement, and minimizing misunderstandings.

1. Scope

This SOP applies to all employees, interns, and contractors engaged in internal communication.

2. Communication Channels & Appropriate Use

Channel	Purpose / Appropriate Use	Examples
Email	<ul style="list-style-type: none">Formal or external communicationsDetailed instructions, decisions, policiesDocumentation of communications	<ul style="list-style-type: none">Company-wide announcementsProject status updatesPolicy distribution
Chat Platforms (e.g., Slack, Teams)	<ul style="list-style-type: none">Quick questions or clarificationsInformal discussionsReal-time collaboration	<ul style="list-style-type: none">Quick project updatesScheduling accommodationsTeam brainstorming
Meetings (in-person or virtual)	<ul style="list-style-type: none">In-depth discussionsStrategic planningDecision-making and feedback	<ul style="list-style-type: none">Weekly team meetings1:1 reviewsProject kickoff sessions
Bulletins (physical or digital)	<ul style="list-style-type: none">General updates or remindersRecurring announcementsEmergency information	<ul style="list-style-type: none">HR notice boardsIntranet newsEvent calendars

3. Communication Protocols

- Use appropriate channels:** Select the communication channel that best suits your message as defined above.
- Timeliness:** Respond to emails and chat messages within 1 business day, unless marked as urgent.
- Clarity:** Use clear subject lines (in emails), succinct messages, and avoid jargon.
- Confidentiality:** Do not share sensitive information on public channels or group chats unless approved.
- Meeting Etiquette:** Share agenda in advance and follow up with meeting minutes via email or chat summary.

4. Roles & Responsibilities

- All Staff:** Adhere to this SOP and use channels as directed.
- Team Leads/Managers:** Set expectations, monitor communication practices, and address misuse.
- HR/Communications Team:** Maintain bulletin boards/intranet and support communication training.

5. Review & Continuous Improvement

- This SOP shall be reviewed annually or as needed to incorporate new communication tools and address feedback.
- Suggestions for improvement can be submitted to the HR/Communications Team.

6. References

- Employee Handbook
- IT Acceptable Use Policy
- Data Protection Policy

Effective Date: [Insert Date]

