

Standard Operating Procedure (SOP)

Standardized Communication Channels and Contact Protocols

This SOP defines **standardized communication channels and contact protocols** to ensure effective and consistent information exchange within the organization. It covers the establishment of designated communication platforms, roles and responsibilities for communication, guidelines for message formatting and response times, escalation procedures, and documentation requirements. The goal is to enhance clarity, reduce misunderstandings, and improve coordination among team members and departments.

1. Purpose

To establish clear communication protocols and channels to facilitate efficient and consistent information exchange across all levels of the organization.

2. Scope

This SOP applies to all employees, contractors, and stakeholders involved in internal and external communications within the organization.

3. Designated Communication Channels

Channel	Purpose	Examples
Email	Formal communications, updates, official documentation	Project updates, policy announcements
Instant Messaging	Quick queries, informal discussions, immediate support	Slack, Microsoft Teams, WhatsApp
Meetings/Video Conferencing	Group discussions, strategic planning, escalations	Zoom, Google Meet, Teams
Phone Calls	Urgent issues, confidential matters	Direct line, mobile
Documentation Platforms	Record-keeping, reference materials, collaborative editing	SharePoint, Google Drive, Confluence

4. Roles and Responsibilities

- **Sender:** Ensures information is accurate, clear, and sent via the appropriate channel.
- **Recipient:** Acknowledges receipt, seeks clarification if needed, and responds within defined timelines.
- **Managers/Supervisors:** Monitor team communication, enforce adherence to SOP, handle escalation.
- **IT/Admin:** Maintain communication tools, provide access, and ensure data security.

5. Message Formatting Guidelines

- Use clear and concise language.
- Include subject lines (for emails), and state purpose at the beginning.
- Use official templates or headers when relevant.
- Identify sender and intended recipients.
- Attach relevant documents or references where applicable.

6. Response Times

Channel	Expected Response Time
Email	Within 24 business hours

Instant Messaging	Within 2 business hours
Urgent Requests (Any Channel)	Immediate or ASAP

7. Escalation Procedures

- If no response is received within the prescribed timeframe, escalate to the immediate supervisor/manager.
- For unresolved or critical issues, follow the organization's escalation matrix and notify higher management.
- Document escalation steps and outcomes.

8. Documentation Requirements

- Retain records of important communications, decisions, and escalations in the designated documentation platform.
- Label files and messages clearly with dates, topics, and participants.
- Follow data privacy and confidentiality protocols.

9. Appendix

- Sample Email Template
- Escalation Matrix
- Glossary of Communication Tools

Note: Review and update this SOP regularly to adapt to new communication tools and organizational changes.