

Standard Operating Procedure (SOP)

Internal Communication Protocol

This SOP defines the **internal communication protocol** to ensure clear, consistent, and efficient information exchange within the organization. It outlines communication channels, message formats, roles and responsibilities, response times, confidentiality standards, and escalation procedures to enhance collaboration, prevent misunderstandings, and support timely decision-making across all departments and teams.

1. Purpose

To establish standardized procedures for internal communications to ensure all staff receive the necessary information to perform their duties effectively.

2. Scope

This protocol applies to all employees, departments, and teams within the organization.

3. Communication Channels

Channel	Type of Communication	Purpose
Email	Asynchronous	Formal announcements, project updates, documentation
Instant Messaging (e.g., Slack, Teams)	Real-time	Quick questions, informal updates, group chats
Meetings (In-person/Virtual)	Real-time	Collaborative discussions, strategic planning, decision-making
Internal Portals/SharePoint	Asynchronous	Document sharing, resource libraries, policies/procedures

4. Message Format

- **Email:** Subject line, greeting, body (concise and specific), action items, closing, signature.
- **Instant Messaging:** Direct and brief; use threads for topic continuity.
- **Meeting Minutes:** Agenda, attendees, discussion points, decisions, action items, responsible persons, deadlines.
- **Documents/Reports:** Title, date, author, summary, details, conclusions/recommendations.

5. Roles and Responsibilities

- **All Employees:** Adhere to the protocol, respond within expected timeframes, escalate issues appropriately.
- **Managers/Supervisors:** Disseminate critical information, ensure team compliance, clarify responsibilities.
- **HR/Communications Team:** Maintain communication tools/platforms, issue organization-wide announcements.
- **IT Support:** Ensure the security and functionality of communication channels.

6. Response Times

Channel	Expected Response Time
Email	Within 24 hours (business days)
Instant Messaging	Within 2 hours (during business hours)
Meeting Action Items	As per assigned deadline

7. Confidentiality

- Mark sensitive information as “Confidential” in subject lines and document headers.
- Share confidential information only with authorized recipients via secure channels.
- Adhere to organizational data privacy and security policies at all times.

8. Escalation Procedures

1. Attempt to resolve queries/issues at the immediate team/department level.
2. If unresolved, escalate to the direct manager or functional head within 24 hours.
3. For urgent or critical issues, inform the relevant department head or HR immediately.
4. Document all escalations, including actions taken and outcomes, in appropriate channels.

9. Review and Revision

This SOP will be reviewed annually or as needed to ensure relevance and effectiveness. Updates will be communicated organization-wide.

10. References

- Employee Handbook
- Data Privacy Policy
- IT Security Guidelines