



## Communication Policy

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|  <b>iZiBaLo</b><br>Solving Problems by <b>DOING</b> Maths<br>Document Name: | <b>Communication Policy</b> |
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# COMMUNICATION POLICY

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### **Purpose:**

The purpose of this policy is to ensure effective and efficient communication among board members, management, stakeholders and employees. This policy outlines the procedures and guidelines for communication to promote transparency, accountability, and informed decision-making.

### **Scope**

This policy applies to all members of iZibalo NPC board of directors, management, and staff.


### **Responsibilities:**

1. Board Chair: Ensure that all board members are informed and engaged in discussions.
2. Board Members, management and staff: Respond promptly to communications, participate in discussions, and maintain confidentiality for all communication with internal and external stakeholders.
3. Management: Provide timely and accurate information to the board.
4. Secretary: Maintain records of board communications.

### **Time Considerations during meetings:**

1. Meetings should not exceed 2 hours in length unless issues demand it.
2. Meeting participants should be concise when making their points and get to their points within 3 to 5 minutes.
3. Chairperson or meeting scribe should manage this process and enforce the time limits.
4. Discussions of agenda items should be limited to 20 minutes per item.
5. For meetings with more than 10 participants: questions, comments and concerns can be raised by a maximum of 3 people per item during the meeting. Questions, comments and concerns must be raised when confirming attendance to the meeting and will be answered at the said meeting.
6. Feedback and response to questions should not exceed 10 minutes per agenda item.

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### Communication Channels:

1. Email: Primary means of communication for non-urgent matters.
2. Company SharePoint: Secure online platform for sharing confidential documents.
3. Meetings: Regularly scheduled meetings for discussion and decision-making. Decisions of the meetings shall remain the property of iZibalo.
4. Microsoft Teams: For remote participation, daily and weekly updates. All recordings and transcribed records shall remain the property of iZibalo. These can only be requested with written request subject to approval by the managing directors.
5. Company WhatsApp Groups and communities: Means of communication for general updates and operations. All participants within the groups are deemed to have waived their consent by virtue of being group participants.


### Communication Guidelines:

1. Transparency: Board members must be kept informed about organisational developments.
2. Confidentiality: Protect sensitive information especially personal information for all stakeholders.
3. Respect: Maintain professional tone and demeanour.
4. Timeliness: Respond to communications within 24 hours for all communication channels. If unable to respond within 24 hours acknowledge receipt of correspondence and advise when the other party can expect a response.
5. Clarity: Use clear and concise language.

### Meeting Communication:

1. Meeting agendas and preparation packs: Distributed 7 days prior to meetings. If the meeting agenda and preparation packs are not distributed 7 days prior to the meeting, the meeting should be postponed to a date that does not exceed 7 days thereafter.
2. Meeting Minutes: Recorded and distributed within 7 to 14 working days after the meeting.
3. Decisions: Communicated promptly to all stakeholders within 7 days.

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### Confidentiality and Data Protection:

1. Confidential Information: Board members, management and staff must maintain confidentiality.
2. Data Protection: Adhere to organizational data protection policies.

### Amendments

This policy may be amended by a majority vote of the board of directors.

### Acknowledgement

Board members will acknowledge receipt and understanding of this policy annually.

### Effective Date

11 November 2025


### Review

This policy will be reviewed and updated every year.

### Ratification of Policy by the Board of Directors:

  
Sikhokele Mvubu (Nov 10, 2025 13:17:37 GMT+2)

Sikhokele Mvubu  
(Chairperson)

  
Anthea Napoleon (Nov 12, 2025 09:59:23 GMT+2)

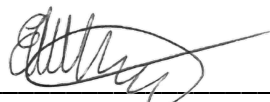
Anthea Abigail Taai  
(Deputy Chairperson)



Roy Michael Hewett  
(Secretary)



Lynn Eunice Glover  
(Chief Executive Office)



Edumisa Mtoli  
(Chief Operations Officer)












# Communication Policy Final November 2025


Final Audit Report

2025-11-12

|                 |  |
|-----------------|--|
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