



# Transparent Communication



## Our Policy

KAW Protection Group (referred to as "KAW" in this policy) is committed to fostering transparent and open communication with our clients, employees, stakeholders, and the public. This policy establishes the framework for transparent communication practices that align with Australian standards, ethical guidelines, and legal requirements. We strive to provide clear, accurate, and timely information to build trust, enhance relationships, and ensure transparency in all our interactions.

### 1. Objective:

The objective of this policy is to promote transparent communication practices within KAW Protection Group, in alignment with Australian standards, ethical guidelines, legal requirements, and industry best practices. This policy aims to:

- a. Foster a culture of open and honest communication throughout the organization, emphasizing transparency, integrity, and accountability.
- b. Provide clear and accurate information to clients, employees, and stakeholders, ensuring that they have access to relevant and up-to-date information.
- c. Promote active listening and responsive communication to address concerns, inquiries, and feedback from stakeholders.
- d. Ensure compliance with applicable laws, regulations, industry codes, and ethical standards for communication and disclosure.

### 2. Principles of Transparent Communication:

#### a. Accuracy and Completeness:

- i. Communicate information accurately, objectively, and in a manner that reflects the current state of affairs. Ensure that information is based on reliable sources, facts, and data.
- ii. Avoid intentional or unintentional misrepresentation of information and ensure that information is complete, avoiding omissions or misleading statements that may distort the true context or implications.

b. Timeliness:

- i. Strive to provide information in a timely manner, enabling stakeholders to make informed decisions and take appropriate actions.
- ii. Disclose material information promptly and avoid unnecessary delays that may hinder the understanding or impact of the information.

c. Clarity and Plain Language:

- i. Use clear, concise, and plain language to convey information effectively, avoiding technical jargon or complex terminology whenever possible.
- ii. Provide explanations and definitions as necessary to ensure that recipients understand the information accurately.

d. Accessibility:

- i. Make information readily accessible and available to all relevant stakeholders, taking into consideration different communication preferences, languages, and accessibility needs.
- ii. Use multiple communication channels, such as electronic platforms, official websites, emails, social media, and face-to-face interactions, to reach a wide range of audiences effectively.

e. Two-Way Communication:

- i. Encourage two-way communication by actively listening to stakeholders' feedback, concerns, and inquiries.
- ii. Establish effective channels for stakeholders to provide feedback, ask questions, and express their opinions, such as dedicated communication platforms, surveys, suggestion boxes, or regular meetings.

f. Confidentiality and Privacy:

- i. Respect and protect the confidentiality and privacy of personal and sensitive information shared by stakeholders, in accordance with applicable privacy laws, regulations, and ethical standards.
- ii. Obtain appropriate consent before disclosing or sharing stakeholders' information, ensuring compliance with privacy principles and guidelines.

g. Consistency and Transparency:

- i. Ensure consistency in communication across different channels and stakeholders, avoiding contradictory statements or mixed messages.
- ii. Provide explanations for any changes, updates, or decisions that may impact stakeholders, promoting transparency and understanding.

**3. Communication Channels and Practices:**

a. Internal Communication:

- i. Implement effective internal communication channels to disseminate important information, updates, policies, procedures, and organizational announcements to all employees in a timely manner.

- ii. Foster an environment where employees feel comfortable sharing feedback, ideas, concerns, and suggestions through open-door policies, suggestion boxes, team meetings, or dedicated communication platforms.

b. External Communication:

- i. Maintain open and transparent communication channels with clients, suppliers, partners, and other external stakeholders.
- ii. Provide accurate and up-to-date information regarding KAW's services, policies, terms and conditions, and any relevant changes that may impact stakeholders.
- iii. Ensure that external communication aligns with KAW's values, brand identity, and ethical guidelines.

c. Public Communication:

- i. Ensure that public communication, including press releases, media statements, and public announcements, is consistent, accurate, and aligned with KAW's values, commitments, and legal obligations.
- ii. Designate appropriate spokespersons or communication representatives to handle media inquiries and public statements, ensuring consistency and adherence to the policy.
- iii. Seek opportunities to proactively engage with the public and stakeholders, such as public forums, community events, or industry conferences, to provide information, address concerns, and promote transparency.

#### **4. Compliance and Monitoring:**

a. Compliance:

- i. Ensure compliance with all applicable laws, regulations, industry codes, ethical guidelines, and contractual obligations regarding communication, transparency, and disclosure. This includes but is not limited to the Australian Consumer Law, the Corporations Act 2001, and relevant industry-specific regulations.
- ii. Regularly review and update communication practices, policies, and procedures to align with evolving legal requirements, industry best practices, and stakeholder expectations.

b. Monitoring and Improvement:

- i. Monitor and assess the effectiveness of transparent communication practices through feedback mechanisms, surveys, performance indicators, and stakeholder satisfaction measurements.
- ii. Continuously strive for improvement by reviewing communication processes, addressing any gaps or deficiencies identified, and implementing necessary corrective actions.

*KAW Protection Group.*