



**Policy #/Name: WCF Communication Policy**

**Date of Board Approval: March 6, 2016**

### **Policy Statement**

The WCF fosters an environment which provides open, consistent and regular communication with its stakeholders and vested parties.

### **Secretary General**

The Secretary General shall ensure policies and decisions are taken with the appropriate timely and accurate information provided to allow informed and timely decisions.

A monthly status report to all WCF Board Members and regular updates of the Forward Strategy operational plan including the annual budget shall be provided to the WCF Board.

Provide the Board with any public announcement or communication at least 24 hours prior to it being released. Where 24 hours is not possible then an explanation and the Board being copied on the communication will be acceptable.

Provide the Board with any advance planning of media conferences pertaining to the WCF events or any major news items about the WCF.

The Board will be included on the distribution list on any general correspondence to the Member Associations.

They will ensure that all stakeholder communication will be responded to within 72 hours even if only recognition of receipt is the answer at the moment with further communication coming.

### **WCF Board**

The WCF Board is committed to maintain open and transparent communication with its Membership. The WCF Board will achieve this through regular consultation and feedback. The WCF Board needs to stay current with the needs and wishes of its Member Associations.

The WCF Board shall regularly provide updates after its WCF Board meetings for the Member Associations.

The WCF Board will ensure that all stakeholder communication will be responded to within 72 hours even if only recognition of receipt is the answer at the moment with further communication coming.

The President will make the bulk of the public announcements or press announcements. In the absence of the President, a Board Member or Secretary General may comment to the media, but should make an attempt to give the President/ the other Members of the Board prior knowledge of the content. Should time not allow for prior notification then notification from the Board Member to the President and WCF Board is required that a media inquiry was answered and how it was answered

### **Member Associations and Vested Parties**

As with the Secretary General and the WCF Board, Member Associations and vested parties are expected to respond to communications by the stipulated deadline. In order to obtain further information it is acceptable for Member Associations and vested parties to acknowledge receipt by the deadline and provide the detail at a later date.

We know at times you need to check with your membership before responding but we really want to hear your opinions and feedback.