

ISPANZ Communication Policy

Internal Communications

ISPANZ will communicate with its members in an open and transparent fashion at all times. Minutes of all Board meetings, and any resolutions passed by the board will be available to members. These may also be published in an online private members forum to allow easy access to this information.

ISPANZ will communicate with its members and all other parties in a professional manner and seek to facilitate an environment where its members relate to one another with integrity and professionalism.

ISPANZ will send all Press Releases and statements to its members prior to public release. Any timely feedback will be given appropriate consideration by the President, Working group leader or Board before release.

Inbound Communications

Communication to ISPANZ members relates to industry updates and requests for feedback on ISPANZ working party activities. As ISPANZ members receive significant communication from directors on a weekly basis, ISPANZ members will not be sent communication on new products or services available in the market place, nor will ISPANZ meetings include any outside party interested in presenting a product or service offering unless agreed in advance by directors

External Communications

The President and Vice-President

The President is the default spokesperson and point of contact for external communications from ISPANZ. The Vice-president shall perform this role where the President is unable to do so, or as delegated on a case by case basis.

The Communications Director

The ISPANZ Board will appoint a Board member as Communications Director. The Communications Director will:

- * monitor public media and feed information to ISPANZ members, Working Group leaders or the Board on a case-by-case basis.
- * make recommendations to the Board on the issues to which ISPANZ should respond.
- * prepare public responses on these industry issues in liaison with the President, working groups or ISPANZ in general.
- * prepare and maintain a template for ISPANZ Position Papers.

Board Members

Board Members may comment on behalf of ISPANZ only when approached by members of the press in impromptu interview situations. In all other situations, the Board Members will seek approval from the President or the Board before releasing any information to the press or other public communications forum or entity.

Working Group Leaders

Working Group leaders may comment on behalf of ISPANZ on issues related specifically to the topic

covered by that working party only when approached by members of the press in impromptu interview situations and only after checking with a Board Member. Any views expressed must be in line with the ISPANZ Position Paper on that topic.

In all other situations, Working Group leaders will seek approval from the President or the Board before releasing any information to the press or other public communications forum or entity.

ISPANZ Members

No members outside the Board may speak on behalf of ISPANZ without approval of the President or the Board. However, members are free to comment on behalf of their own organisation on any ISPANZ position or action.

Position Papers

Wherever appropriate, working group leaders will produce an ISPANZ Position Paper outlining ISPANZ's position in regards to activities undertaken by their working group.

All Position Papers shall be approved by the Board before public release. A draft of any position paper shall be sent to all ISPANZ members for comment and the Board will allow 3 days for comment before approving any Position Paper.

All approved Position Papers will be made public and displayed on the ISPANZ website and are freely available for distribution.

Confidentiality

Any internal communication from ISPANZ members, whether at meetings or via telephone, email or other electronic forum shall be treated as confidential and will not be distributed to any parties that are not ISPANZ members.

In the case where any member wishes to communicate confidential information to the Board only, the communication should be marked as "Private" or "Confidential".