Duncan Private Hire

Staff Communications Policy

1. Introduction

Effective communication is essential to the continued success of Duncan Private Hire. Clear, timely, and respectful communication ensures our staff are well-informed, confident in their roles, and able to deliver a high standard of service to our partners and customers.

This policy outlines the standards, responsibilities, and methods of communication that support our business goals and workplace culture. It ensures every team member understands their role in fostering a professional and collaborative environment.

2. Our Communication Vision

Our goal is to communicate with clarity, openness, and mutual respect. Whether speaking with colleagues, customers, or external partners, our communication should always be:

- Timely and relevant
- Clear and easy to understand
- Respectful and inclusive
- Constructive and solutions-focused

3. What We Mean by Communication

Communication at Duncan Private Hire goes beyond sharing information—it includes how we manage relationships, build trust, and foster inclusion. It's about tone, behaviour, and responsibility.

Effective communication involves both sending the right message and delivering it in the right way.

4. Communication Channels

We use a range of communication methods suited to different purposes, including:

- Verbal Communication – Face-to-face discussions, phone calls, briefings
- Written Communication – Emails, letters, reports, memos, meeting minutes
- Vertical Communication – Up and down the management structure
- Lateral Communication – Across departments and functions

5. Communication Standards

All communication at Duncan Private Hire must meet the following standards:

- **Open & Transparent**
  Decisions and updates are shared where appropriate, with explanations for non-disclosure where necessary.
- **Accurate & Timely**
  Information is relevant, factual, and delivered when needed.
- **Clear & Understandable**
  Language is simple, jargon-free, and not open to misinterpretation.
- **Two-Way & Inclusive**
  Communication flows in all directions, supporting dialogue, feedback, and collaboration.
- **Efficient & Purposeful**
  Communication is delivered through the most suitable channel in a cost-effective and audience-appropriate way.

6. Roles & Responsibilities

All Staff

Every employee is expected to:

- Follow this Communications Policy and uphold professional standards.
- Use the appropriate communication channels in their role.
- Be proactive in addressing poor or unclear communication.
- Share relevant information promptly and appropriately.
- Respond constructively to feedback on communication style.

Line Managers

In addition to the above, managers are expected to:

- Facilitate effective two-way communication between their team and senior management.
- Provide timely and constructive feedback.
- Identify and address communication challenges within their teams.
- Promote a culture of openness, inclusion, and collaboration.
- Support staff development in communication skills.

Directors

Directors are responsible for:

- Leading by example and championing best practices in communication.
- Driving staff engagement across the organisation.
- Addressing communication breakdowns with urgency and professionalism.
- Ensuring communication processes support the company's vision and values.
- Reviewing and improving communication strategies regularly.

7. Good Communication in Practice

Team Meetings

- Scheduled regularly with full team attendance
- Inclusive agendas, open to staff input
- Forums for strategic updates, feedback, sharing best practice, and safety updates

One-to-One Meetings

- Held routinely between managers and their direct reports
- Used to review progress, support development, and address concerns

Open Door Policy

Managers should maintain an approachable and supportive presence. Duncan Private Hire encourages an "Open Door Policy," providing drivers and staff the opportunity to discuss concerns or suggestions informally or formally.

Feedback

Staff should always receive feedback on raised issues, suggestions, and business updates. Line managers play a key role in ensuring this feedback loop is maintained.

8. Use of Email & Internet

- Emails should be professional, concise, and only used when appropriate.
- Responses to emails and calls should be timely.
- Sensitive or complex matters may be better addressed in person or via a phone call.
- Company policies and procedures are accessible via our website:
  - www.duncanselfdrive.com

9. Policy Review

This Communications Policy will be reviewed annually by Duncan's management team to ensure it remains effective and aligned with business needs.

By adhering to this policy, all staff help build a workplace where communication is a strength, not a barrier.