GLOBAL INITIATIVE
AGAINST TRANSNATIONAL ORGANIZED CRIME

INTERNAL COMMUNICATION POLICY

Background

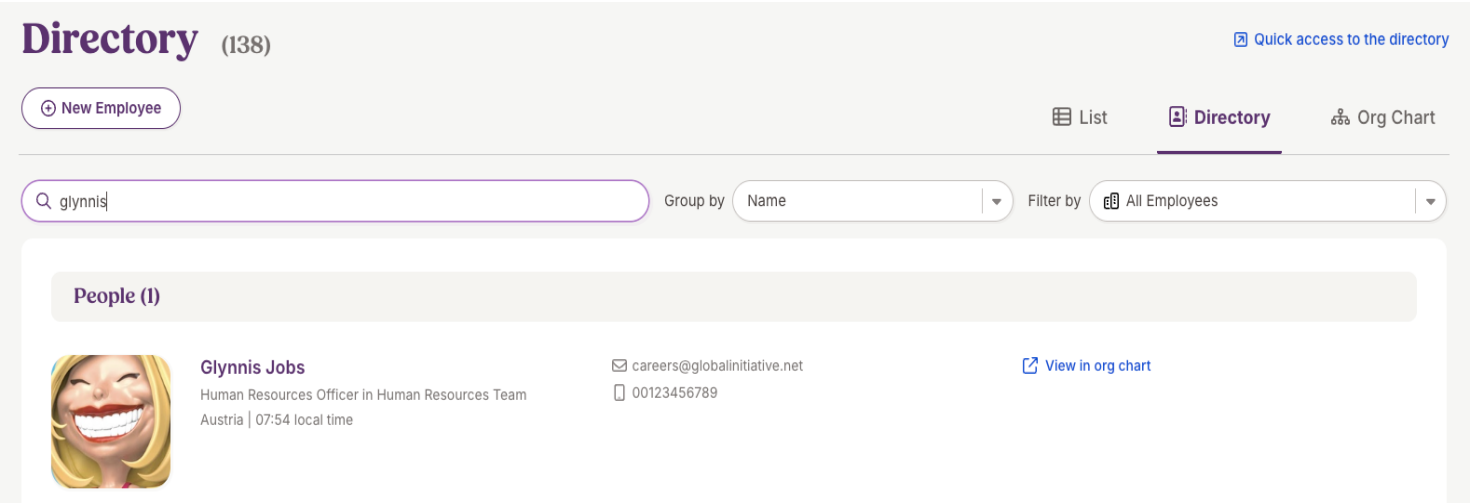
The GI-TOC strives to be a reasonable and responsive employer promoting staff well-being to ensure the continued growth and development of both the individual and the organisation. To this end, we believe that it is imperative to maintain a healthy work-life balance based on the following guidelines.

Instant Messaging (IMs) – Signal use

Considering the consensus that WhatsApp tends to blur the lines between professional and personal communication that can often be intrusive, the GI-TOC uses Signal as the primary means of IM communication. Signal offers enhanced security with better end-to-end encryption and privacy services.

The application is available for download both as a mobile- and desktop application and is free of charge. It offers the same functionalities as WhatsApp such as group messaging, group calling, voice and video calls, but Signal has the added functionality of 'disappearing' messages. This is advised for more secure topics, though probably unnecessary for the majority of internal communication across the GI-TOC.

A directory of staff members and their contact information is available on Bamboo. Note that this information is not to be shared outside the Organization.



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Signal messages outside working hours or weekends **should be limited to matters of a necessary and urgent nature**. If not truly time sensitive and urgent, use e-mail instead. If you are a senior staff member, or if you perform critical core functions (e.g., finance or external relations functions) or are part of the CIMT, we expect you to be contactable via Signal at all times.

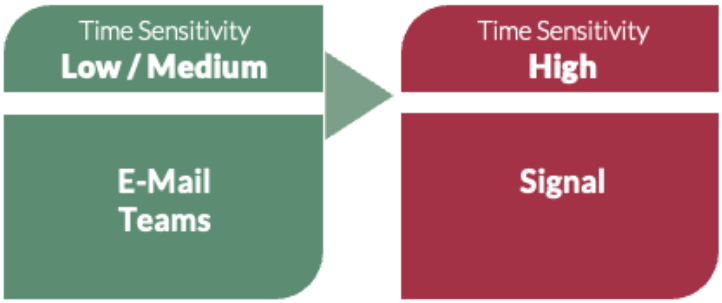
While individuals should not be abusing this arrangement with non-urgent internal communication, the nature of our work requires that some individuals will have to be on call in case of an emergency. Work devices cannot be ignored for extended periods of time. Please reach out to your supervisor for further clarification and to put in writing if you have such a responsibility.

Respectful Working Hours

This policy is intended to respond to the concerns around work-life balance and the pressures that come with managing an organisation that is dispersed across so many time zones. While there is nothing that can be done to ameliorate this challenge entirely, the following guidelines are to be applied :

Communication Triage

Select a communication channel appropriate to the level of urgency and availability of the individual you are communicating with.



E-Mail - The most formal way of internal communication, but least time sensitive

Signal - Urgent items

E-Mail is the most formal way of internal communication, but the least time sensitive. The GI-TOC expects you to answer your e-mails in a timely manner. The general practice is that e-mails should be acknowledged within one working day, even if it is not possible to address the relevant issue straight away.

To prevent clutter, e-mail should not be used for back-and forth exchanges.

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Communication via Teams is another way to reach out and communicate with colleagues, however this does not replace emails as a form of communication. Assess which one is best to use based on the enquiry or information sent. Proton Mail is also more secure.

'Normal' Working Hours

Mindful of the GI-TOC's substantial global expansion over recent years, we have identified a need to introduce a greater degree of predictability and standardisation to ensure reasonable ways of working without losing the flexibility we appreciate.

Regardless of location, staff are required to keep core working hours. You are contractually required to work 8 hours per day, and individuals should normally be available for communication, meetings etc. within the hours of 10:00 to 16:00.

The remaining hours offer greater flexibility, but we consider it reasonable to receive and engage in communication between 08:00 and 18:00 in your local destination.

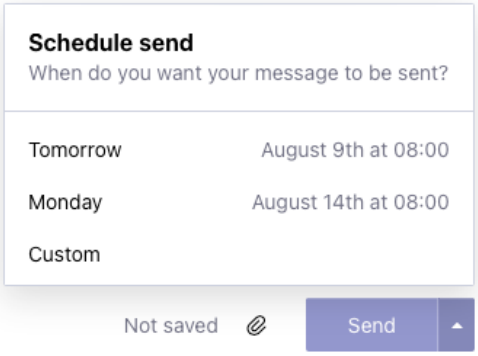
We realize that for individuals working in different time zones it might not always be possible or practical in terms of scheduling, and we appreciate the accommodations made to meet with others. The GI-TOC will continue to rotate time zones to share the burden of unsociable hours.

We encourage staff to make use of scheduling tools to avoid sending non-time sensitive internal communication outside of the sociable hours of others.

A few options are :

Proton mail – Schedule send

Make use of the schedule send option when sending e-mails to colleagues in a different time zone or sending emails outside working hours.



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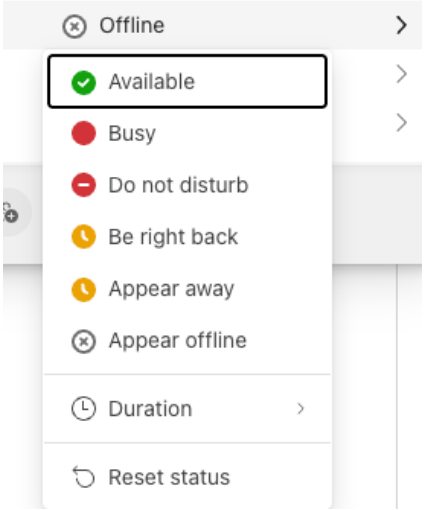
Notification setting on Teams

You are able to set your status on Teams so that you do not receive notifications.



Check time zones when scheduling meetings/calls with colleagues in a different location

Make use of a time zone converter to determine the time in a specific location.

www.timeanddate.com/worldclock/converter.html

Leave

We recommend you switch off your notification settings on your mobile phone for all work-related applications while on leave and over weekends, this does not include Signal as per information above.

I confirm that I have received the document, I have read the contents of the policy in full, and I agree to comply with the requirements and guidelines set forth in the policy.

_____	_____	_____
Full Name	*Signature*	*Date*

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