



# **COMMUNICATION POLICY**

EFFECTIVE DATE: 18 MARCH 2025

## **1. PURPOSE**

This policy establishes guidelines for communication within All Terrain Adventures Inc, to ensure transparency, accountability, and efficiency. It applies to all members, committee and stakeholders involved in club activities

## **2. MESSAGE INTEGRITY**

To maintain transparency and accountability in all club communications:

- Members are not permitted to edit or delete messages after they have been sent.
- If a correction is necessary, it should be made in a new message referencing the previous mistake.

Open dialogue is encouraged, and members are reminded that acknowledging and correcting errors contributes to clarity and mutual understanding.

## **3. CONFLICT RESOLUTION**

- Disagreements between members should be addressed directly between the parties involved in an effort to resolve the matter constructively.
- If a resolution cannot be reached, the issue may be escalated to a club discussion or, if necessary, a Special General Meeting (SGM) or the next available meeting of any type for further review.
- While formal governance structures exist, members should strive for respectful, solution-focused discussions before escalating issues.

Acknowledging that recent meetings may have been overwhelming for some members, particularly new committee members, all members are encouraged to remain open to feedback to foster a supportive club environment.

## **4. DIGITAL SUPPORT FOR MEMBERS**

All Terrain Adventures Inc. is a digitally focused club where communication, meetings, and reports are conducted electronically. To assist members in navigating digital tools:

- Two IT support officers, Walter and Nick, are designated to provide technical assistance.
- Support will be available via a dedicated Discord support channel through text or voice.

Members requiring assistance must seek help well in advance of meetings or events requiring technology use, as IT support officers are volunteers with limited availability.

## **5. STREAMLINING COMMUNICATION**

To improve efficiency and ensure clarity, the club will consolidate communication platforms as follows:

- Discord will be the primary platform for meetings, general communication, and member engagement.
- Email will be used only for formal communication, including board discussions and member-wide announcements via the JoinIT mailing system.
- When an important email is sent, a notification will be posted in the Discord Announcements channel, but members must check their inbox for full content.

## **6. COMPLIANCE, REVIEW & UPDATES**

This policy ensures that communication remains clear, structured, and accessible for all members while maintaining compliance with club governance and digital record-keeping requirements.

- Annual Review: This policy will be reviewed every March to assess its effectiveness and make necessary updates.
- Situational Review: If significant issues arise, such as major communication breakdowns, platform changes, or member feedback, an ad-hoc review will be conducted.
- Post-Implementation Check-In: A review will be conducted six months after implementation (around September) to ensure a smooth transition and address any concerns.

For any questions regarding this policy, please contact the club committee.

**APPROVED BY:** SARA BAKER (SECRETARY OF ATAI)

**REVIEW DATE:** 18 MARCH 2026

