



Transparent Communication Policy

Lindacare Ltd (hereafter referred to as "the Company"), with registration number 15185484 and located at Flat 27 Cityview Point, 139 Leven Road, London, England, E14 0XS, values the trust of our employees, clients, and stakeholders. To uphold this trust, we are committed to fostering a culture of transparent, honest, and proactive communication.

Policy Statement: Lindacare Ltd believes that transparent communication is the bedrock of mutual understanding, trust, and cooperation. We strive to share information openly, while respecting confidentiality agreements and proprietary information, to foster a clear understanding of our operations, objectives, and challenges.

Key Principles:

1. **Timely Information:** We commit to providing relevant information in a timely manner to ensure that our stakeholders are well-informed and can make decisions based on the most current data available.
2. **Accuracy:** All communication, whether internal or external, must be accurate and free from misleading statements.
3. **Openness:** We encourage open dialogue and feedback from all stakeholders, believing that diverse perspectives enhance our decision-making and performance.
4. **Accessibility:** Information should be presented in a format that is easily understandable and accessible to the intended audience.
5. **Confidentiality:** While we advocate for transparency, we also recognise the importance of safeguarding sensitive information. Employees must be trained and aware of what information can be shared and with whom.

Guidelines:

1. **Feedback Mechanisms:** Channels for feedback, such as suggestion boxes, town hall meetings, and regular surveys, should be readily available for both employees and clients.
2. **Regular Updates:** Periodic updates on the Company's performance, objectives, and other relevant news should be communicated through newsletters, meetings, or the company's internal communication platform.
3. **Crisis Communication:** In times of crisis or when addressing contentious issues, the Company will communicate its position clearly, addressing concerns and providing clarity to mitigate rumours and misinformation.

4. **Training:** Employees, especially those in leadership or customer-facing roles, should undergo training on effective communication techniques, ensuring they represent Lindacare Ltd consistently and professionally.
5. **Channels of Communication:** The Company will utilise various channels (e.g., emails, meetings, intranet posts, press releases) to ensure widespread dissemination of information.

Review: This policy will be reviewed annually to ensure it remains effective and in line with the Company's objectives and the expectations of our stakeholders. During the review process, input from employees, clients, and other stakeholders will be sought to refine our communication practices.