

The Justice Center
to support marginalized
groups in Iraq
(NGO)



مركز العدالة لدعم
الفئات المهمشة في العراق
(منظمة غير حكومية)

التاريخ : / /

((رقم التسجيل :))

العدد : /

Communications & media Policy justice center
(Approved by the Senior Executive Team, April 2021)

1. Introduction

Good internal communication is one of the vital ingredients in making an organization successful in achieving its goals. Research shows that effective communication within an organization significantly improves morale and performance.

This Policy outlines the internal communications framework which we intend to adopt, the principles and objectives which will underpin it, and the roles of staff, supervisors and managers in establishing really effective internal communications within JC. We recognize that in many parts of the organization, internal communications already works well, but we need to ensure that this is the case across the board and that there is consultation with staff on all relevant issues, together with the active encouragement of feedback and ideas from staff.

The actual *content* of what is communicated will not be exclusively or even predominantly about "JC business" in any narrow sense: most of it is likely to relate to understanding the ambitions and meeting the requirements of our partner, and of their students and staff, as well as understanding and responding to relevant issues in the external environment.

العنوان : جمهورية العراق - محافظة صلاح الدين / شارع الأربعة - دور القضاة .

WWW.JUSTICE-CENTER-IRAQ.ORG.

Til:009647707937990

صندوق بريد-تكريت (152)

Email:C.J.S.M.I.ORG@gmail.com

The Justice Center
to support marginalized
groups in Iraq
(NGO)



مركز العدالة لدعم
الفئات المهمشة في العراق
(منظمة غير حكومية)

التاريخ : / /

((رقم التسجيل :))

العدد : /

2. Who is covered by this policy?

In this policy, “internal communications” refers to formal communication with and between the following:

- All staff on JC contracts.
- Staff on other contracts who are under JC management.

In addition, while the JC is an independent organization and the JC sabbatical officers and executive are not under JC Plus management, they have a “dotted line” into the JC Plus corporate structure. The Action Plan (through which this policy is being implemented) therefore includes them in communication channels as far as possible.

العنوان : جمهورية العراق - محافظة صلاح الدين / شارع الأربيعين - دور القضاة .

WWW.JUSTICE-CENTER-IRAQ.ORG.

Til:009647707937990

صندوق بريد-تكريت (152)

Email:C.J.S.M.I.ORG@gmail.com

The Justice Center
to support marginalized
groups in Iraq
(NGO)



مركز العدالة لدعم
الفئات المهمشة في العراق
(منظمة غير حكومية)

التاريخ : / /

((رقم التسجيل :))

العدد : /

3. Underlying principles and objectives

Principles:

Our communications with our staff will be:

- Open and honest
- Timely
- Empowering
- Proactive
- Responsive to questions and feedback
- Joined-up and consistent
- Accessible to all (including those without computers)

Objectives:

Through our communications with our staff, we aim to:

- Provide staff with the information to carry out their jobs efficiently and effectively
- Turn our agreed Values into reality (by identifying and encouraging appropriate patterns of behavior in each area)
- Help achieve our Strategies (by using communication to turn them into action)
- Encourage and use feedback and ideas from our staff
- Encourage a sense of JC identity, and a sense of engagement by our staff
- Show that we value our staff
- Provide clear channels for appropriate communication in an emergency

العنوان : جمهورية العراق - محافظة صلاح الدين / شارع الأربعة - دور القضاة .

WWW.JUSTICE-CENTER-IRAQ.ORG.

Tel:009647707937990

صندوق بريد-تكريت (152)

Email:C.J.S.M.I.ORG@gmail.com

The Justice Center
to support marginalized
groups in Iraq
(NGO)



مركز العدالة لدعم
الفئات المهمشة في العراق
(منظمة غير حكومية)

التاريخ : / /

((رقم التسجيل :))

العدد : /

Audiences:

We recognize that our staff are a diverse group, differing in:

- Working hours (full-time/part-time and shift patterns)
- Type of work (including whether office-based or manual, and the main customer groups for which they are providing services)
- Location
- Position within the organization
- Levels of knowledge, skill, understanding, education, experience etc
- Levels of engagement with and commitment to JC

Methods of communication:

Through our Internal Communications Action Plan we will ensure that communication methods are appropriate to the different audiences noted above. In general terms:

- We will identify the best methods of communications to match our objectives and available resources with the needs and preferences of our staff. (We will not use methods of communication simply because they exist.)
- Our primary method of communication will be face-to-face - as this is consistently shown by research to be the most effective way of improving performance and morale.
- We will use appropriate electronic means of communication.
- We also recognize that many of our staff do not use computers as part of their work so we provided cell phones network as an alternative methods of communication for these staff.

N.R:1H76106

العنوان : جمهورية العراق - محافظة صلاح الدين / شارع الأربيعين - دور القضاة .

WWW.JUSTICE-CENTER-IRAQ.ORG.

Til:009647707937990

صندوق بريد-تكريت (152)

Email:C.J.S.M.I.ORG@gmail.com

The Justice Center
to support marginalized
groups in Iraq
(NGO)



مركز العدالة لدعم
الفئات المهمشة في العراق
(منظمة غير حكومية)

التاريخ : / /

((رقم التسجيل :))

العدد : /

Messages:

Our messages should be:

1. Purposeful
2. Tailored to the audience (both in delivery and content)
3. Timely
4. Consistent
5. Streamlined
6. Mutually reinforcing.
7. Secure the personal information for the beneficiaries, staff, stockholders, members and contractors

4. Expectations and Responsibilities

4.1 All staff

As a member of staff, you can expect to be:

- provided with relevant information and kept informed of relevant developments;
- consulted on issues relevant to your area and the wider organization;
- Given the opportunity to raise questions or issues of concern relevant to your work. Your questions should be treated seriously and respectfully and should be answered either immediately or within a reasonable period.

As a member of staff, you should:

- Raise relevant questions or problems with your supervisor or line-manager (or through other channels if necessary) – your questions should be treated seriously and respectfully.
- Attend JC meetings where requested (or where this is not possible, arrange to be given feedback by a colleague or manager).
- Read relevant JC emails or notices.

العنوان : جمهورية العراق - محافظة صلاح الدين / شارع الأربعة - دور القضاة .

WWW.JUSTICE-CENTER-IRAQ.ORG

Tel:009647707937990

صندوق بريد-تكريت (152)

Email:C.J.S.M.I.ORG@gmail.com

The Justice Center
to support marginalized
groups in Iraq
(NGO)



مركز العدالة لدعم
الفئات المهمشة في العراق
(منظمة غير حكومية)

التاريخ : / /

((رقم التسجيل :))

العدد : /

4.2 Supervisors

As a supervisor, you can expect to be:

- You are allowed to communicate most issues (particularly relating directly to your own area) to your staff yourself.
- Briefed on any sensitive or significant issues in advance of your staff being informed, so that you are in a position to answer questions from your staff.
- Consulted on proposed developments which will affect your area, to ensure that proposals are “workable” on the ground.
- Asked by your line-manager for feedback and concerns from your staff on any relevant issues.
- Kept informed of general developments by your line-manager or senior managers.

In addition to the responsibilities of all staff, if you are a supervisor, you also have responsibility to:

- Talk to your staff about relevant issues, how they apply to your work area, whether proposals are “workable” or how they could be improved etc.
- Treat questions from your staff seriously and respectfully. Respond to all questions (whether immediately or after further investigation) and provide an explanation for the answer.
- Raise any significant problems or issues of concern in your area (which you cannot resolve) with your line-manager.
- Be as informed as you can be about the issues relevant to your area and your staff.
- Empower your staff by providing them with information to enable them to do their jobs as well as possible.
- Encourage networking by your staff, both with staff in other areas of JC and with other stakeholders.
- Attend relevant training relating to internal communications, if invited.

العنوان : جمهورية العراق - محافظة صلاح الدين / شارع الأربيعين - دور القضاة .

WWW.JUSTICE-CENTER-IRAQ.ORG.

Tel:009647707937990

صندوق بريد-تكريت (152)

Email:C.J.S.M.I.ORG@gmail.com

The Justice Center
to support marginalized
groups in Iraq
(NGO)



مركز العدالة لدعم
الفئات المهمشة في العراق
(منظمة غير حكومية)

التاريخ : / /

((رقم التسجيل :))

العدد : /

4.3. Managers/senior managers

As a manager, in addition to the expectations and responsibilities of supervisors (above), you also have a responsibility to:

- support the supervisors reporting to you in carrying out the responsibilities listed above, including ensuring that they have all relevant information and that they are adequately trained where necessary;
- hold regular meetings with your “direct reports” to discuss developments, plans and performance within your area/department, as well as wider JC developments where relevant;
- in particular, consult your “direct reports” on all relevant proposed developments to ensure that they are “workable”; ensure that your supervisors discuss them with front-line staff; actively seek and address any feedback or concerns;
- Empower your supervisors by allowing them to communicate on most issues directly with the staff reporting to them.

5. Implementation and review

This policy will be implemented through a general Action Plan which will be reviewed and updated every six months initially. There will also be action plans for specific internal communications campaigns.

This policy will be reviewed every two years.

N.R:1H76106

العنوان : جمهورية العراق - محافظة صلاح الدين / شارع الأربيعين - دور القضاة .

WWW.JUSTICE-CENTER-IRAQ.ORG.

Tel:009647707937990

صندوق بريد-تكريت (152)

Email:C.J.S.M.I.ORG@gmail.com

The Justice Center
to support marginalized
groups in Iraq
(NGO)



مركز العدالة لدعم
الفئات المهمشة في العراق
(منظمة غير حكومية)

التاريخ : / /

(رقم التسجيل :)

العدد : /

Audiovisual and written media.

Justice Center depends on the dissemination of its activities to the public opinion and the leadership of some campaigns to defend vulnerable groups in the media provided that the following conditions and instructions are met

First: It is not permitted to publish any activities related to the support of political parties, individuals, individuals or partisan entities.

Second: It is not permitted to promote and publish images or information related to the security authorities or any information related to the Iraqi national security.

Third: It is not permitted to publish any images or activities that indicate violence or spreading hatred or discrimination between components based on color, race or gender

Fourth: All publication must be approved with the Iraqi Publishing Law.

Fifth: Must be conceived with the consent of the beneficiaries before the process of filming in accordance with the form prepared for that

Seventh: The article must be approved by the management of the activity or project managers who have experience in the media.

Eighth: All training materials, advertising materials and printed materials must be appropriate and clear and can be used and avoid printing publications that cannot be used by beneficiaries.

N.R:1H76106

العنوان : جمهورية العراق - محافظة صلاح الدين / شارع الأربعة - دور القضاة .

WWW.JUSTICE-CENTER-IRAQ.ORG.

Tel:009647707937990

صندوق بريد-تكريت (152)

Email:C.J.S.M.I.ORG@gmail.com

The Justice Center
to support marginalized
groups in Iraq
(NGO)



مركز العدالة لدعم
الفئات المهمشة في العراق
(منظمة غير حكومية)

التاريخ : / /

((رقم التسجيل :))

العدد : /

Ninth: The person responsible for the media department is directly responsible in case of violation of any of the regulations and instructions related to this policy.

Tenth: The Department of Information can submit a request to the management of the Center to amend some items for the purpose of compatibility with the revolution of electronic and modern media.

Eleven: All electronic materials and supplies of computers, printers and cinematography are the responsibility of the media office.

العنوان : جمهورية العراق - محافظة صلاح الدين / شارع الأربيعين - دور القضاة .

WWW.JUSTICE-CENTER-IRAQ.ORG.

Tel:009647707937990

صندوق بريد-تكريت (152)

Email:C.J.S.M.I.ORG@gmail.com