



**HELEN & JOEY**  
— ESTATE —  
YARRA VALLEY

## **Communication Policy**

### **November 2023**

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#### **POLICY STATEMENT:**

Helen & Joey Estate and Re'em Yarra Valley wishes to clearly outline the expectations around communications and meetings for the benefit of all employees.

All employees are required to communicate with their colleagues, managers, suppliers and customers in a friendly and professional manner. Employees should remember that communication is not just what you say, but also how you say it and your body language. We require all employees to demonstrate respect in all communications.

#### **PROCEDURES:**

##### **Informal Verbal Communication**

We expect that employees will engage in friendly banter with each other, and sometimes even with customers. Helen & Joey Estate and Re'em Yarra Valley encourages light-hearted, informal, friendly communication as long as it has an undertone of professionalism (no profanity) and respect.

##### **Formal Verbal Communication**

On most occasions, at Helen & Joey Estate and Re'em Yarra Valley more formal verbal communication is used. This means demonstrating respect, minimising the use of abbreviated language and colloquialisms (g'day mate for example) and being concise, professional, and appropriate for the environment. For example, 'Good evening sir...' and 'How may I help you?'

##### **Email Communication**

All emails should only go to the relevant people and only relevant people should be copied in. Emails should have clear subject lines and should be polite, as brief as possible, and include a friendly opening and closing. Good Morning, Thank you etc...

- Please do not 'reply all' when responding to an email unless a reply all is essential for some reason; and refrain from sending long email threads
- Please do not include people in emails for the sake of it
- All employees are required to respond to emails in a timely manner. If longer than 24 hours is required to provide a full response, the employee should acknowledge the email and provide an estimation of when the sender can expect a full response
- Emails must never contain inappropriate language or attachments, or be used as a tool to harass, bully or intimidate a colleague



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### **Meetings**

A range of regularly scheduled meetings occur at Helen & Joey Estate and Re'em Yarra Valley, for various purposes, such as Sales & Marketing WIP, Events WIP and Venue Operations WIP (WIP = Works in Progress). Other regular meetings may be introduced from time to time, and ad hoc meetings for specific reasons will also be scheduled. When attending meetings all employees are required to:

- Arrive on time (a few mins early)
- Come prepared to listen and participate
- Take notes if required
- Engage in respectful communication and debate to get the best outcomes
- Refrain from interrupting another person while speaking
- Listen to hear and understand, not just to reply

Meetings, as far as practicable, should start and finish on time and should have a set agenda to keep discussions on track.