



Cyclegrove Limited, 29 Monalea Wood, Firhouse Road, Dublin 24

COMMUNICATION POLICY



Cyclegrove Limited, 29 Monalea Wood, Firhouse Road, Dublin 24

Objectives

This policy is to deal with communication between Board Members, and between the Board and all Company Members.

At Cyclegrove Limited (hereafter “Cyclegrove”), we aim to contribute to inclusivity and co-operation, by maintaining and improving standards of communication between all parties.

Overall Approach

All parties will be communicated with through a variety of agreed channels of communication. The target audience will be involved actively rather than passively where possible in the communication.

There will be provision for reinforcement (and repetition) where required.

There will be opportunity for feedback to check that information is being received and understood.

Means of communication

All non-letter communication with the Board should be through the official email account, cyclegrove.pebblebeach@yahoo.com.

The current Communications Director is Melissa Murrayhill, Director, who checks this account regularly and will send an initial response to the E-mailer.

Letter communication should be sent to the Company Secretary, Siobhan Hayes, 29 Monalea Woods, Firhouse Road, Dublin 24, who will reply to the communications required.

If escalation is required to full Board level or the Chairperson, this will be carried out on a timely basis by the Communications Officer or Company Secretary, for consideration at the next Board meeting.

Any requiring a face-to-face meeting with a Member of the Board, can request this via email, and a Director will meet with you at a mutually convenient time. Depending on how serious the matter is, a 2nd Director may also be present. All such meetings must be documented and shared with the Board so formal records are maintained.



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Form of communication

All communication to and from the Board, will be clear, concise and polite. Abusive communications will not be tolerated.

Use of email

Any emails between the Board and to/from the Board and an Owner, must copy the official Cyclegrove email account, so a formal record is maintained. The exception here is specific ongoing project work to be reported on at the Board meeting, as this will be documented ultimately in the Minutes.

Website

Cyclegrove's website address is <http://pebblebeachtramore.com/> and is available to all. This website will be updated frequently with news of ongoing projects, with a view to keeping all Owners up to date.

Any queries regarding the news, can be submitted to Cyclegrove's email account.

There is a Members forum facility available for Owners convenience, but this is not monitored by the Board and we do not take responsibility for the postings therein. It is a requirement that postings remain inoffensive at all times.

Personal data

Personal data is protected in accordance with the Data Protection Act 1988.