

Communications Policy

Purpose

Communication is key to success in a sports club and Glasgow Inclusive Cycle Club (GICC) do not underestimate this. We use a range of platforms to communicate with members. This policy is to ensure that all oral and written communications between participants within the Club and between the Club and external parties are transmitted efficiently; are clear, courteous and constructive; and are dealt with in a prompt and professional manner.

Scope

This policy applies to all Committee Members, Ride Leaders, Volunteers and Members and Core Members.

Verbal communications

- On rides with larger group sizes, walkie-talkies will be used by the ride leader and one other person to keep in communication during the ride.
- Ride leaders and committee members will make club related announcements before and after a ride to inform of any upcoming club events or socials.
- Verbal commands and instructions may be used before/during/after rides to alert riders to upcoming or unexpected issues.

Electronic communications

The club uses a range of platforms to communicate with our members. Our communication will maintain clear boundaries and ensure that bullying and harassment does not occur.

Our Club Secretary has accountability for and control over material published on our club's website and any related discussion groups on our social media platforms, Instagram, Facebook, WhatsApp and Spond.

Website

- Our website will include a link to sign up to our club and a store to purchase team clothing.
- No offensive content or photos will be published.

SMS and Email

Committee Members and Ride Leaders may use Text, WhatsApp and Email to provide information about competition, training, club-sanctioned social events and other club business, however:

- Text messages should be short and about club matters.
- Email communication will be used when more information is required.
- WhatsApp messages will be restricted to the hours of 8am-8pm unless a GICC event is taking place outside those hours.

Social Media

- Postings (written, photos or videos) will feature positive club news and events.
- No personal information about our members will be disclosed.
- No statements will be made that might bring our club into disrepute.
- Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site.
- All members and core members who take part in rides with GICC are consenting to having photographs taken of them which may have their faces or other identifying features in. Any member or core member can directly email info@inclusivecycleclub.co.uk to ask that they are not used in any marketing or social media. Digital manipulation of photographs may be used to remove members from photos which they do not wish to be in.

What we ask you to do

We expect our members to conduct themselves appropriately when using electronic communication to share information with other members or posting material on public websites connected to the club.

Electronic communication:

- Should be restricted to club matters.
- Must not offend, intimidate, humiliate or bully another person.
- Must not be misleading, false or injure the reputation of another person.
- Should respect and maintain the privacy of members.
- Must not bring the club into disrepute.

Non-compliance

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member, as outlined in our code of conduct.

Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police.

In addition, members who publish false or misleading comments about another person in the public domain (e.g., Facebook, YouTube or Twitter) may be liable for defamation.

Adopted _____

Due for review _____