



PEST CONTROL PRODUCTS BOARD COMMUNICATION POLICY 2023



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1 Vision and Mission

Our Vision

A world-class regulator for pest control products that assures safety to human health, animals, the environment and a sustainable economy.

Our Mission

To provide effective and scientific evidence-based regulatory service and facilitate trade in pest control products in the manufacture, distribution, sale, use and disposal to ensure the safety of humans, animals and the environment for a healthy and wealthy nation.

Our Core Values

Customer focus

Professionalism

Integrity

Confidentiality

Equity and Equality

Teamwork

Innovation

2 Communication Policy Approval and review history

Approval and Review Date.....

Revision. No.: 00

Approval Authority:

Signature.....Date.....

Mr Njoroge Kagwe

Chairman,

Pest Control Products Board.

Signature.....Date.....

Dr Esther Kimani,

OGW Chief Executive Officer/Secretary

Pest Control Products Board

Effective Date of the Policy Review Date.....



Pesticide



Communication



Stakeholders



Livelihoods



3 Foreword

Pesticides play a critical role in their multisectoral application in the Kenyan economy. This importance is reflected in the positive correlation between benefits accrued from proper use of allowed pesticides in the various sectors and the national policy on regulation and control of pesticides. The agricultural sector which accounts for a majority of pesticides used and traded in the country is a significant contributor to the national Gross Domestic Product (GDP). The regulatory role played by PCPB is further underscored by the contribution injected into the economy by the thriving trade in pest control products and support to the agricultural sector in ensuring that only permitted PCPs are administered to agricultural produce some of which is exported and that proper preharvest guidelines are observed ensuring suitability in destination markets.

The agricultural sector is one of the leading foreign exchange earners for Kenya, beside ensuring food security, employment creation, and poverty alleviation. The thriving sector further underscores the importance of PCPs due to their critical contribution to agricultural success and by extension PCPB who ensure that PCPs are not misused and only approved PCPs are in circulation in the Kenyan market.

The importance of this communication policy in enhancing PCPB's contribution towards the national objectives of achieving a thriving economy through multi sector success as captured in the Kenya Vision 2030, cannot be over-emphasized. The influx of illegal PCPs and manufacturer of substandard PCPs is a major and direct threat to the economy. Furthermore, the Kenyan agricultural exports depend heavily on European markets. These markets have regular reviews of requirements and stringent rules on MRLs and in the absence of proper guidance to ensure adherence to these changing standards trade can be adversely impacted. A sound PCP regulatory board is therefore central to the success of agricultural exports, on the background of stiff global competition with competing investment destinations. This communication policy is a strategic tool towards ensuring a competent professional PCP regulatory and control board. Beside ensuring efficient information flow within the organization it will also sufficiently guide the outward-bound communication ensuring PCPB consistently communicates with all its stakeholders in a sustainable manner, keeping them informed and in tune with current practices in pest control. This communication policy consolidates gains realized over the years in pest control products regulation and innovatively provides a platform for addressing and management of current and emerging challenges through effective communication. It provides PCPB with the opportunity to profile its-self as a market leader in the region and cultivate sustained growth and global competitiveness. Finally, the important role played by our development partners, COLEAD by sponsoring this consultative process that has seen stakeholders' interests collated and adequately addressed to ensure comprehensive and inclusive communication policy formulation is an adequate highlight of the beneficial partnerships PCPB has undertaken to enhance its service delivery. It is commendable that this mutual relationship has yielded this communication policy and its presence in PCPB will greatly boost the communication function in the organization and ultimately enhance the regulatory and control functions of PCPB and consolidate its commitment to regulation and control of PCPs.



4 Policy Rationale

This Communications Policy is a first step in achieving communication excellence within PCPB and to ensure that PCPB is governed by communications principles and guidelines that will enable it to achieve its vision and mission. The Communication policy further aims to ensure that PCPB adopts a uniform and consistent approach in its interaction with all stakeholders. PCPB is committed to providing a reliable and efficient regulatory service to all stakeholders who rely on and interact with pest control products in the course of their lives. To achieve this, PCPB has put in place this policy to ensure that all necessary communication takes place while exercising its mandate in accordance with the core values and protocols.

PCPB has done so in recognition of the importance of communication towards ensuring that every aspect of operations is heavily reliant on information sharing. Thus there is a need for clear guidelines on how to communicate in an orderly and professional manner to ensure that PCPB achieves efficiency and effectiveness in its service delivery.

4.1 Purpose

This Communication Policy provides the criteria and guidelines to ensure communication across PCPB is well-coordinated, effectively managed and is responsive to the diverse information needs of both internal and external stakeholders.

4.2 Scope

This communication policy derives authority and mandate from the Board of Management in its operations and implementation across all departments of PCPB and consequently applies to all PCPB's employees. The management and the custodial responsibility of this policy manual is the Chief Executive Officer, who as Secretary to the PCPB Board of Management is the official spokesperson of PCPB and may from time-to-time delegate authority to PCPB officers under her/him as deemed necessary.

5 PCPB Communication Policy Statement

All Communications at PCPB shall be carried out in compliance with the values outlined in this policy document, to achieve utmost congruity and cohesion between PCPB and all its stakeholders.

6 Policy Objectives

Best practices dictate that for purposes of sending uniform messages from and portraying a common identity of the organization, the communication function should be centralised and coordinated—from a focal point.

This Communication Policy is aimed at describing the various tenets/precepts of communication that will direct PCPBs' overall activities towards executing its mandate most effectively and efficiently. The policy states communication approaches in different situations and where necessary specifies where the responsibility to execute particular communication roles is placed.



COMMUNICATION INTEGRATION IN PCPB ACTIVITIES



Stakeholders



Communication



Pesticide



This policy embodies 2 broad objectives:

- To act as a guide in the way communication is shared internally and externally by PCPB.
- To provide guidelines on who, when, where, why, what, and how communication should be handled internally and externally at PCPB.

6.1 Guiding Principles

The PCPB Board of Management will execute its mandate of protecting the health of human beings, animals, plants and protecting the environment with the help of effective all-round communication, when conducting the regulation and control of manufacture, import, export and local trade and pest control products. As a public entity, PCPB is under obligation to disseminate information internally and to the various publics and to its stakeholders when they need it. Since the image and perception of PCPB is largely dependent on how it treats and interacts with the publics and stakeholders, it is crucial that great care be taken when dealing with these segmented groups and publics. The following is a set of key communication principles which shall guide PCPB when dealing with the publics and stakeholders:

- PCPB commits itself to communicating with honesty, clarity, openness, integrity and accountability at all times;
- All communication from PCPB must be accurate, efficient, open and transparent;
- Every staff member is a brand ambassador of PCPB;
- All official communication with the media will be done through the Office of the Chief Executive Officer- who's also the Secretary to the Board of Management of PCPB or as may be directed or assigned by the CEO;
- Although information must be made freely available to everyone who may need it, caution and respect must be exercised in handling confidentiality of certain information within PCPB.
- All communication with the publics and PCPB's stakeholders must be done promptly, timely and in a professional and respectful manner.
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These principles will apply and guide approaches to achieving PCPBs communication goals and objectives, in line with its vision, mission and core values.

7 Policy Focus Area

Communication is central to PCPB achieving its strategic objectives. It is therefore very important for PCPB to undertake a commitment to communicate professionally and strategically in order to effectively deliver on its mandate.

This policy is therefore a deliberate effort towards streamlining communications function at PCPB. To ensure a harmonious and accurate voice in all outgoing communication from PCPB the policy outlines guidelines for the said communication practices.



8 Scope of PCPB Communications

PCPB exchanges information with farmers, agro-retailers, manufacturers, importers, government agencies, development partners etc. and at the same time lots of internal information sharing among staff and management. The common channels used include labels, trainings, circulars, memos, email, telephone, social media, media and meetings. This is what communication at PCPB entails.

8.1 Communication Policy Guidelines:

8.1.1 General guidelines

As a public entity, PCPB is obligated to adopt a communication policy that will encourage transparency towards all its stakeholders and the public.

PCPB is also duty bound to honor the policy for transparency. However, it should also be noted that transparency in communication does not imply that all information on PCPB is readily and freely available to anyone and all who may require it. Transparency will be exercised within the context of confidentiality, public interest, public accountability, integrity and ethics.

In communicating with both internal and external stakeholders, all staff must observe PCPB's policy on confidentiality of information.

No confidential information may, under any circumstances, be divulged to the media or other external parties. All communication with the media should be done in consultation with the Office of the Chief Executive Officer, or through other persons who may act through delegated authority on behalf of the CEO.

Employees who divulge confidential information to the media or other external parties will be subjected to disciplinary action.

While respecting the policy of transparency and openness, employees shall take great care not to divulge information to outside parties which might harm the reputation and image of PCPB.

All requests for information about PCPB or its activities should be acknowledged within 24 hours and in line with the citizens' service delivery charter guidelines. This does not mean that all the information requested should necessarily be provided within this timeframe, but that there is at least some response even if it is only to acknowledge the inquiry and to communicate the expected time it will take to furnish a full response. (***Reference: Request for Information under Article 35 of the Constitution and the Access to Information Act.***)

All responses should preferably be in a written form so as to establish future references and records. All public enquiries received by various departments together with their subsequent responses should be directed to the Chief Executive Officer (CEO) for centralized logging and resolution.

8.1.2 Media engagement guidelines

While PCPB adopts a policy of transparency towards all stakeholders, only designated people within PCPB are empowered to communicate with the media.



PCPB values relationships with the media and will always strive to provide them with relevant information when they require it. The media are PCPB's strategic partners when it comes to information dissemination to all stakeholders. It is imperative that PCPB strives to maintain positive relations with them all the time, as negative relations mean negative publicity for PCPB. Great care should, therefore, be taken when dealing with the media. In order to adopt a uniform and consistent media approach all the time, it should be noted and appreciated that the Chief Executive Officer (CEO) is the official spokesperson of PCPB and should be the first point of call, unless otherwise delegated.

In consultation with the other Heads of Departments and the communication committee, the CEO may from time to time appoint a senior staff member to serve as a liaison person for PCPB in building and maintaining relationships with the media and undertaking media liaison.

As the official spokesperson of PCPB, the chief Executive Officer can also nominate certain staff members, that include Heads of departments, to communicate with the media on issues that are of technical and operational nature. The Heads of departments shall, therefore, be always expected to inform the CEO when they have to interact with the media for the purpose of tracking PCPB's media relations.

Information to the media should be in a written format to facilitate record keeping. All statements issued to the media and interviews will be coordinated through the CEO's office or through delegated authority to any other head of department. The CEO, who is also the secretary to PCPB's Board of Management will communicate to the PCPB Board on such statements for *information sharing* and as the need may arise. Press releases and statements will be uploaded onto the website, and social media platforms, when available.

In the interest of consistency and accuracy, all media releases/statements and footage issued to the media must be approved by the CEO, or any other officer designated, based on the issues contained in the release or footage.

PCPB will respond to all media enquiries within reasonable time when enquiries are received and the statement "**No comment**" shall be avoided at all costs, as silence can generate negative publicity for PCPB. Even when PCPB is unable to respond to an enquiry due to its imperilment potential towards PCPB, full reasons must always be given to the media why PCPB will not respond to a particular question, rather than *keeping quiet*. "**No comment**" and other terse responses may however be given to organizations that are seen to be having ulterior motives in their enquiries.

Leaking confidential/classified information to the media is strictly prohibited. Unauthorized disclosure of information to the media will be viewed as a serious offence.

Personal social media platforms shall not be used to release news or information about PCPB's operations before they are published or sanctioned by the CEO. If a personal social media platform makes it clear that the author works for PCPB it should include a simple, visible and clear disclaimer such as "**These are my personal views and not the views of PCPB.**" Staff are encouraged to participate and engage on social media platforms. However, they should not purport to speak on behalf of PCPB and the views expressed are entirely in their personal capacity.



9 Internal Communications

PCPB has majority of its staff at its headquarters in Loresho, and many others in regional offices around the country. This necessitates a host of internal communications to keep the staff informed, motivated, and engaged. In many organizations, the human resources department is the custodian of the various communication protocols within an organization. It is recommended that PCPB review its internal communication policy guidelines and incorporate them into this wider communication policy document. For the purposes of this communication policy document, only brief guidelines pertaining to how internal communications should be structured are shared. However, a more detailed guide on internal communications may be necessary after more comprehensive research into the state of internal communication within PCPB is conducted by the human resources department or an outside agency. In the meantime, the following guiding principles are proposed pertaining to how PCPB should conduct its internal communications:

All PCPB employees, whether based in the head office or regional offices, must receive information pertaining to the organization at all times. It is the responsibility of line managers to ensure each of their staff has received important information that allows them to do their duties as expected of them in their terms of engagement.

PCPB should ensure there is a feedback mechanism system which allows different employees, teams or departments are able to send and receive feedback from each other and about each other.

A consistent line of communication will be maintained throughout to avoid lapses in the communication chain which end up adversely affecting the way the organization executes its mandate.

PCPB should avoid communication overload especially through email or memos. An assortment of communication channels should be used to communicate to ensure staff remain engaged with the core functions of the organization. The HR department should regularly conduct engagement surveys to assess how well internal communication is working throughout PCPB.

PCPB must uphold equality among all employees at all times. No staff member should be made to feel demeaned in the way they are communicated to.

10 External Communications

In the execution of its strategy and mandate, PCPB continues to interact with various stakeholders such as manufacturers, retailers and importers of pest control products who are all regulated by the organization.

As such, the following has been developed to provide guidance on the responsibilities for external communications:

11 Events, Exhibitions, Sponsorships and Partnerships

Events and exhibitions provide great opportunities for PCPB to reach its stakeholders. Similarly, sponsorships provide diverse opportunities each unique in size, location, audience reach, objectives and benefits. The following policy guidelines shall be adhered to while planning and delivering exhibitions, events, sponsorship, partnerships, or media announcements.



11.1 General Policy Requirements:

Determine whether a media announcement is the most appropriate method to disseminate information regarding PCPB’s issue(s) at hand.

The office of the Chief Executive Officer (CEO) will coordinate and plan media announcements.

Ensure that all presentations, displays, presentation of corporate materials used are in adherence to the brand manual requirements that uphold PCPB’s brand image and identity.

Staff appointed to participate in the events and exhibitions are fully briefed and can clearly communicate and represent PCPB once written, formal authorization has been granted by the CEO of PCPB.

Any Information, Communication and Education (IECs) materials produced by other partners must bear PCPB’s logo, and corporate information. Any use of PCPB corporate identity which must be aligned to the brand manual requirements.

PCPB should ensure that any partnerships, sponsorships, or events that it engages in do not conflict with its values and end up sending conflicting messages to its stakeholders.

If media coverage and involvement is required during events, sponsorships, or partnerships, PCPB staff involved in the aforesaid will abide by the media relations guidelines mentioned above.

All partnerships and sponsorships must be clearly outlined in written agreements that detail all terms and conditions including the delivery of communication requirements associated with the same such as company logo and press

12 Advertising and Publications

PCPB will over time engage in advertising and/or production of various publications to inform, educate, motivate and change attitudes or behaviour of the public and various stakeholders on issues regarding the use of pest control products. Publications may include: fliers, posters, brochures, newsletters, expert journals, magazine articles and policies amongst others.

It is important that in the production of adverts or publications, PCPB remains professional while maintaining high quality in the production of the said printed materials. PCPB generates labels in simplified language and maintains a product dossier library for all legitimate pest control products.

Departments producing such material will do so in simple language, proof-read and check for typos and misspellings before they release them for use by the public. All print must be archived either digitally or in physical folders and safely stored for reference. Where a need arises to have printed information translated to another language PCPB will take this up to avoid distortion of meaning.



13 Other Policy guidelines:

All PCPB advertisements must be readily and easily identifiable by the target audience and be known as originating from PCPB.

All communication messages in advertisements or publications must be reviewed and approved by the PCPB CEO and the Board of Management.

The communication objectives must be clearly outlined in the advertisements and publications.

All advertisements and publications produced must communicate to PCPB's audiences in line with the advertisement or publications objectives and target audience.

PCPB's informational material will be considered an advertisement or publication if reproductions of the work or editions have officially been made available to the public.

All advertisements and publications generated by PCPB must comply with PCPB's branding policy.

All PCPB's advertisements and publications must communicate to the intended audiences and as such be accessible to the same.

The office of the CEO in consultation with PCPB's legal department is responsible for ensuring that permission is granted for all materials or subjects to be used in publications in accordance to issues of copyright and intellectual property.

14 Corporate Multi-Media Productions

PCPB recognizes that multi-media and other broadcast systems are various multimedia productions that can be used to disseminate information to various stakeholders. Production of multi-media productions must be guided by the following policies:

14.1 Policy guidelines:

All multi-media productions produced by PCPB or for PCPB by contracted entities must clearly be identified as produced for or by PCPB. PCPB's logo must be visible on visual productions and a spoken statement used to refer to the audio productions.

All multi-media productions shall abide with the legal requirements. These may include: copyright and intellectual property.

Permission must be granted from subjects in the productions. All participants must sign the model release agreements before engaging in production of PCPB's productions.

Resultant edits from all productions undertaken by PCPB shall be approved for publication by the CEO or delegates strictly appointed for this purpose by the CEO.



15 Communication Guidelines and Cautions

15.1 PCPB official Spokesperson

The official spokesperson of the Pest control Products Board is the Chief Executive Officer (CEO).

When necessary, the CEO will delegate communication roles and responsibilities and approve draft communication material intended for use at PCPB.

Communication with parent ministry and other government agencies shall be done by the CEO and any delegate that may be appointed by the CEO's office.

15.2 Social media

All PCPB social media handles shall be managed by a designated staff member to ensure that they always communicate the official and accurate position of the organization.

When unsure, post drafts including photo captions and photos themselves will be run by the CEO's office for approval.

15.3 Communication Office

This Policy notes the need for the establishment of a Corporate Communications Office as envisioned by the Strategic Plan 2023-2028 under staff establishment and requirements. This office when established will be the focal point of all PCPB communications and can embody branding, all corporate communications including archiving and media relations.

15.4 General staff

Due to an unprecedented increase of activists in the sector staff are encouraged to publicize PCPB activities among the public to tame the activism.

Staff and management should exercise caution, discretion and care when posting on their personal social media, images, videos, and information that pertains to their work at PCPB.

All communication that is sensitive should be approved by the CEO who will clear staff members for official engagements that pertain addressing the media and other communication to varied stakeholders on behalf of PCPB.

Staff are encouraged to be good ambassadors of PCPB.

15.4.1 Conferences and conventions

Staff attending conferences and conventions should utilize key messages outlined in this policy and the communication strategy to respond to impromptu questions by media and other attendees of such meetings.

15.4.2 Tone and Style for Internal communications

Courtesy, tact, and consideration should guide each employee in relationships with fellow workers and the public. It is mandatory that each employee in the organization show maximum respect to every other person in the organization and other stakeholders. The purpose of communication should be to help others and to help the organization achieve its core mandate.



Differences of opinion should be handled privately and discreetly. Gossip and backbiting are to be avoided. Communicate directly with the person or persons involved to resolve differences.

Constructive criticism — Criticism which will improve processes by clarifying or instructing should be welcomed when delivered with respect and good faith. Destructive criticism — that which is designed to undermine another person should be avoided.

Employees should strive to always maintain a civil work atmosphere and refrain from shouting, yelling, using vulgarities, or swearing at co-workers or clients.

PCPB will cultivate a work environment free from disparaging remarks about religion, ethnicity, sexual preferences, appearance, and other non-work-related matters. Each employee has the responsibility to foster an understanding of others' differences to create an environment where those differences contribute to a better organization.

Inappropriate remarks based on any of the following are not tolerated and such behaviour will result in disciplinary action on the perpetrator:

Race, religion, ethnic origin, physical attributes, mental or physical disability, colour, ancestry, marital status, pregnancy, medical condition, citizenship and/or age.

Inappropriate remarks may include but are not limited to, those that treat a group of people in a uniform way, assign a behaviour in a disparaging way, imply inferiority of a group, tribe, etc., are supposedly funny at someone else's expense, and/or cause embarrassment or distress to others based on comments about a particular group of people.

15.4.3 Dressing and body language

All staff should carry themselves with utmost professionalism in manner of dressing and personal etiquette.

15.4.4 Inclusivity

All outgoing information from PCPB will be packaged in simple and understandable language and delivered on multiple channels with the intention of ensuring everyone is reached and are able to process the message.

PCPB endeavors to interpret accurately any input in special languages like braille and signing for purposes of offering a service to differently abled persons.

In the event PCPB establishes a special need in terms of communication, extra effort will be put in place to accommodate this need.

16 Crisis Communication

16.1 Definition

For purposes of this policy, a crisis is any situation that threatens the integrity, reputation and image of PCPB usually by tarnishing and reflecting PCPB in a negative light. A crisis to PCPB could include a wide range of issues both man-made as well as natural disasters. e.g. commercial strikes, legal disputes, theft, accidents, fire, floods amongst others.



Given the sensitive nature of pest control products and their application, from time to time there may be crises that PCPB needs to address to preserve the name of the organization and that of involved staff and management.

The CEO remains the official spokesperson even in crisis.

In a crisis that needs a more proactive response the CEO and the communication committee will reorganize themselves to have a secretariat that is able to both conduct surveillance of the situation and monitor the ripple effect and serve to brief the CEO and keep her/him updated for the purposes of addressing the public.

Regardless of the nature of the crisis, the following stakeholders are bound to be affected by the same: The Chair of the PCPB Board of Management, Board Members, the CEO , PCPB’s staff (both at the head office and in the regions), strategic partners and the general public.

It is therefore important to have a crisis communication policy that provides guidance before, during and after a crisis in order to:

- Limit damage to PCPPB’s brand and reputation.
- Prevent injury or loss of life, assets and property.
- Assist in the recovery process.
- Minimize impact to the various stakeholders.
- Inform and influence public debate and opinion on the crisis at hand.
- Establish, maintain and restore public confidence in PCPB’s brand.

16.2 General Crisis Communication Policy guidelines:

- ✓ A crisis management plan must be developed.
- ✓ A Crisis Management Team (CMT) must be set up by the PCPB Chair or by the CEO.
- ✓ Roles and responsibilities of the CMT must be clearly set out as follows:
- ✓ Gather facts regarding incident as well as assess and determine the accuracy of received information.
- ✓ Prepare communication messages.
- ✓ Deliver appropriate messages to stakeholders.
- ✓ Monitor the media coverage.
- ✓ Proactively manage crisis communications to protect the image and reputation of the Commission.
- ✓ A crisis communication template (*script*) must be developed and used in the event of a crisis.
- ✓ The Crisis Management Team and communication messages must be and work in tandem with the disaster management policy.
- ✓ In case of a disaster, a media centre must be set up away from the site of disaster.
- ✓ There must be open lines communication with the media during the crisis.
- ✓ The following channels should be used in accordance with the relevance with various stakeholders: Media, official letter, telephone, company email, memo, website etc.

16.3 The Crisis Communications Checklist can be adopted as here below:

Activity:	Check:
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1	Alert Chair of the Board, All Board Members, Chief Executive Officer, All Staff	
2	Gather who, what, where, when, why	
3	Confirm facts and prepare a fact sheet	
4	Clarify and verify technical information	
5	Prepare a summary statement	
6	Prepare targeted statements to various audiences/stakeholders;	
7	Have PCPB's spokespersons issue communications.	
8	Prepare press kits and respond to media.	
9	Keep a Media log and follow up implications/outstanding media issues	
10	Review/evaluate the effectiveness of released messages as well as the crisis communication plan.	

Media management will be handled by the Office of the Chief Executive Officer or by any other person who may be appointed by the Crisis Management Team.

16.3.1 Communication channels

The core communication channels that PCPB will normally utilize include the following:

- PCPB website
- Internal communication platforms, such as Microsoft Teams
- Social media channels (X-formerly Twitter, LinkedIn, Facebook, Instagram, and YouTubeTiktok etc)
- Mainstream media channels
- Corporate meetings (business fields, subsidiaries, and group)
- Telephones, Newsletters, Labels etc.
- Other communication between managers and employers that may include face to face
- CEO and Departmental meetings
- Board meetings

16.3.2 Other Responsibilities

Departmental Heads or managers in charge at all levels have the responsibility to communicate within their respective units and ensure that internal communication is fast and efficient. It falls upon them to keep themselves updated on relevant information. All managers have the responsibility to inform those affected within their own organization. All employees have the responsibility to keep themselves informed. PCPBs' culture will be such that employees ask for



the information they feel that they need to perform their tasks, and that they take charge of communicating relevant information to others.

17 General policy guidelines

Information requests or inquiries from the public are responded to promptly without undue delay in accordance with our PCPB Service Charter.

Prompt and clear explanations are provided when information requested by the public is unavailable.

All official communications with external stakeholders must be done on the official PCPB's letterhead. If it needs to be emailed, only the official PCPB's email cover letter must be used.

An Annual Report, which contains all PCPB's audited financial statements, will be printed and issued every year. The report will also be posted on the PCPB website, the intranet, or any other platform for ease of access by the public.

Opportunities and channels will continuously be availed for the public to provide feedback on issues, programs, PCPB's initiatives and such feedback will be carefully reviewed and evaluated to help make improvements.

PCPB will provide information free of charge when the information is in the public domain.



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