

# MEDIA RELATIONS POLICY

## **Policy Purpose**

Delton Contracts Services Ltd recognizes that effective communication with the media is essential to maintaining our reputation and professional image. This policy ensures that all external communications are accurate, professional, and consistent, while protecting the company from legal and reputational risks.

## **Scope**

This policy applies to all employees (full-time, part-time, or temporary) and subcontractors. It covers all forms of media, including:

- Press releases, media briefings, and interviews.
- Media enquiries regarding site activities or projects.
- Marketing materials, including brochures and websites.
- Social media posts referencing the company (to be read in conjunction with the Social Media Policy).

## **Authorised Spokespersons**

To ensure consistency and accuracy, only authorised spokespersons are permitted to engage with the media or issue statements on behalf of Delton Contracts Services Ltd.

- The Managing Director and specifically designated senior managers are the only individuals authorised to speak to the press.
- No other employee should provide "off the record" comments or personal opinions to journalists regarding company business.

## **Handling Media Enquiries**

- If you are approached by a member of the press (in person, by phone, or via social media):
- Do not provide any information: Even seemingly harmless comments can be taken out of context.
- Redirect the enquiry: Politely inform the journalist that you are not authorised to speak and direct them to the Head Office.
- Notify Management: Immediately inform a Director of the contact, noting the journalist's name, their organization, and the nature of their enquiry.

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## Marketing and Branding

- **Logo Use:** The Delton Contracts Services Ltd logo and branding must not be used by employees, suppliers, or subcontractors for any promotional purpose without prior written approval from a Director.
- **Project Publicity:** Subcontractors and suppliers are prohibited from carrying out any marketing or media activity relating to their work for Delton Contracts Services Ltd. without express permission.
- **Site Photography:** Photos taken on active project sites for marketing purposes must be reviewed by management to ensure they meet health, safety, and client confidentiality standards.

## Internal Communications

All internal announcements and newsletters must be accurate, clear, and professional. We aim to use internal channels to share best practices and company updates while maintaining confidentiality regarding sensitive business data.

## Social Media & Personal Conduct

When using personal social media accounts, employees must ensure it is clear that any views expressed are their own and not those of the company. You must not post anything that brings Delton Contracts Services Ltd into disrepute or breaches our Data Protection Policy.

## Policy Breaches

Unauthorized disclosure of company information to the media or misrepresenting the company in a public forum is considered a serious disciplinary matter. Non-compliance may result in disciplinary action, up to and including summary dismissal for gross misconduct.

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**Approved by:** Gurbakhs Singh

**Position:** Managing Director

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Approved by	G.Singh Director	Signed: 	Date 6/3/2025
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Delton Facilities & Management (Trading name of Delton Contacts Services Ltd.)

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