

One Society Organization (Binding Policy for Internal and External Communication)



Approved
[Signature] March 30, 2025

Chapter 1: General Provisions

Article 1: Scope of Application This regulation governs the policies and mechanisms of internal and external communication, institutional relations, media and digital content management, emergency communication, and the protection of information and corporate identity. This regulation applies to:

1. All members, employees, and volunteers of One Society Organization.
2. Offices and programs in Sudan and abroad.
3. Implementing partners and collaborators when representing the Organization or using its name.

Article 2: General Principles Institutional communication in the Organization adheres to the following principles:

1. Transparency, clarity, and accuracy in messages and correspondence.
2. Complete neutrality towards political and military parties.
3. Protection of personnel security and the confidentiality of sensitive information and data.
4. Prevention of any representation or statement on behalf of the Organization without official authorization.
5. Consistency with the Organization's vision, mission, and humanitarian and developmental values.
6. Prioritizing institutional coordination in cases of crisis and emergency.
7. Adherence to humanitarian work standards and the principle of "Do No Harm."

Chapter 2: Entities Authorized for Communication and Representation

Article 3: Official Authorized Entities

First: External Relations Office

1. The primary entity responsible for managing internal and external communication.
2. Supervises official correspondence and relations with partners and the media.
3. Coordinates corporate messages and ensures their consistency.

Second: Organization Director

1. Drafting and reviewing administrative and official correspondence.
2. Acting as the temporary Official Spokesperson in the absence of the Communication Office.
3. Supervising the digital archiving of official correspondence.

Third: Media Office

1. Managing the Organization's media and digital content.
2. Supervising digital platforms and media campaigns.
3. Preparing periodic media reports.

Article 4: Conditions for Representation and Official Correspondence



1. No member may issue a letter, statement, or represent the Organization without written authorization.
2. All media statements are subject to prior review by the Communication and Media Office.
3. Any external communication (local or international) must be conducted through approved institutional channels.
4. All official correspondence must be preserved in the Organization's approved digital archive.

Article 5: Emergency Communication

1. The Communication Office is granted priority for coordination during emergencies and crises.
2. Emergency entities include: Local administrations, community emergency rooms, and humanitarian organizations.
3. Unified messages are adopted during crises, and every communication must be documented.
4. The Emergency Team consists of: The Communication Office, the Director, and the representative of the concerned program.

Chapter 3: Internal Communication

Article 6: Approved Communication Channels

1. **Signal and Telegram** for secure, rapid correspondence.
2. **Official Email** for correspondence and reports.
3. **Zoom and Google Meet** for virtual meetings.
4. The use of personal accounts to exchange official information is **prohibited**.

Article 7: Documentation and Archiving

1. Documenting all important correspondence and uploading it to the approved Cloud System.
2. The Director is responsible for organizing the paper and digital archive.

Article 8: Internal Correspondence and Meetings

1. All correspondence passes through the Communication Office or the Director.
2. Bypassing the organizational hierarchy is prohibited.
3. Official correspondence must be responded to within a period not exceeding 72 hours.
4. Meeting invitations must be sent at least 24 hours in advance.
5. Meeting minutes must be documented within 48 hours.
6. The official language for correspondence is Arabic, and it shall be translated into English when necessary.

Chapter 4: External Communication and Partnerships

Article 9: Correspondence with External Entities



1. External communication is conducted exclusively via the Communication Office or its delegate.
2. External correspondence must be reviewed before sending.
3. All correspondence must be kept within the Institutional Relations Archive.

Article 10: Public Statements

1. Statements are issued after the approval of the Executive Leadership.
2. The use of inflammatory, discriminatory, or political rhetoric is prohibited.
3. Offices or programs may not issue unilateral statements.

Article 11: Partnerships and Agreements

1. Partnerships are managed via the Communication Office in coordination with the Executive Administration.
2. No agreement or Memorandum of Understanding (MoU) may be signed without official approval.

Article 12: Representation and External Participation

1. Organization representatives are nominated by administrative decision, taking into account diversity and competence.
2. A representation report must be submitted within 72 hours of any external participation.

Chapter 5: Visual Identity and Media Content

Article 13: Corporate Identity

1. The Organization adopts a unified logo and visual identity.
2. Modifying or using the logo without official permission is prohibited.

Article 14: Media Content

1. All content is subject to review before publication.
2. Publishing any unapproved content is prohibited.
3. Content must reflect the Organization's vision and values of peace and development.

Article 15: Digital Platform Management

1. Official accounts are managed exclusively by the Media Team.
2. Login credentials must be stored in a secure repository.
3. A monthly media report shall be prepared and submitted to the Administration.

Chapter 6: Violations and Penalties

Article 16: Violations

1. Speaking on behalf of the Organization without authorization.
2. Issuing unauthorized statements.



3. Leaking official content or information.
4. Using platforms for personal or political purposes.

Article 17: Penalties

1. Written warning.
2. Temporary suspension of media privileges.
3. Withdrawal of confidence (Dismissal) in case of repetition or serious damage.

Chapter 7: Final Provisions

Article 18: Review This policy shall be reviewed every 6 months or as needed.

Article 19: Enforcement This policy enters into force immediately upon its adoption by the Executive Leadership and is considered a binding reference regarding all matters of communication and public relations.

Adopted on: March 30, 2025

Signature:



Yassin Ahmed Executive Director (On behalf of the General Assembly of the Organization)