

## HAOS PRODUCTIONS COMMUNICATIONS POLICY

Ratified by HAOS Productions Management Committee 9<sup>th</sup> June 2020

The society will endeavor to communicate with its members in the way that the member prefers. This policy will set out the ways in which we will communicate with them and also how we will communicate with non-members.

### Definitions:

1. Full Member, Concession Member, HATY member; Those that have completed a society membership form online or on paper, and paid either their initial payment or paid in full.
2. Social Member; Those that have completed a society membership form online or on paper, and paid either their initial payment or paid in full.
3. Non-members; Those that have an interest in the society but have not completed the membership form or made any payments.

### Ways of communication:

- Email
  - Email will be used as the primary way to communicate with members (1,2 above), unless they do not have any access to email or other digital media and have advised us of another preferred option.
  - When non-members have subscribed to receive the societies regular newsletter.
- Facebook
  - Members will be added to a Facebook page where important information will be shared.
  - For every production, cast members with access to Facebook will be added to a specific cast page.
  - Every non-member is welcome to join our Friends at HAOS Productions Group or HAOS Productions Page where we will share information about things going on in the society, this will include upcoming shows, fundraisers etc.
- HAOS Productions Website
  - Our website will contain information about our society, marketing of shows, past shows, the Wellington rooms our policies and procedures and how to get involved, this is available to anyone.
  - Members will also have access to the members area which will contain information, including any audition material (this can be accessed from the members areas but will also appear elsewhere for non-members to access), a forum to debate relevant topics and any other communications specific to members only.
- Non-digital
  - Where members have a preference to receive information via a non-digital method this will be by post to the supplied address. It will be the responsibility of the member to keep us updated to changes to their address by contacting one of the Management Committee.
  - Post will not be used for non-members.

### General Rules of Communication

1. The officials of the society will not use their own personal emails for communication as of 1<sup>st</sup> February 2020.
2. Members will receive important information such as show announcements first and via their preferred method of communication. Non-members will be communicated information within five days after members.
3. Mailchimp will be used for mass marketing, giving people the opportunity to unsubscribe.
4. Facebook is a great platform for communication, however we do appreciate not everyone uses digital methods and we will endeavor to keep them in the loop.

5. Where non-digital communication is preferred, then it is important that the member keeps us updated of any changes.

If you have any queries regarding communications, please contact the Communications Co-Ordinator by emailing [communications@haosproductions.com](mailto:communications@haosproductions.com) or contact a member of the Management Committee.

<b>ISSUE DATE:</b>	June 2020	<b>REVISION:</b>	June 2021
--------------------	-----------	------------------	-----------