

1.0 POLICY

A Communications Policy (the “**Policy**”) sets out the guidelines governing communication with the internal and external members and/or stakeholders of Charlotte Firefighters’ Retirement System (“**CFRS**”).

1.1 DESCRIPTION

This Policy is part of CFRS’s Policies. It outlines the guidelines governing internal and external communications in CFRS.

1.2 DEFINITIONS

For purpose of this Policy, the following definitions apply:

a) “**Authorized Persons**” are

- CFRS Administrator
- Board Chair
- Board Vice-Chair
- Individuals specifically approved by the Board of Trustees from time to time for specific kinds of communications on behalf of the CFRS.

b) “**Basic Company Information**” is any information about CFRS, including its business, markets, products, services, finances, financing plans, operations, objectives, Members and other business relationships, personnel, and financial and operating results

c) “**Confidential Company Information**” is any Company Information that has **not** been made publicly available by CFRS, as well as information of third parties that the CFRS is obligated to keep confidential

d) “**Communication**” is the dissemination of information to members, staff and/or the media

e) “**Media**” is media that focus on delivering news to the general public. These include printed media (newspapers, news magazines), broadcast news (radio and television), and the internet (social media, online newspapers, news blogs, etc.)

1.3 PURPOSE

The purpose of this Policy is to define and provide guidelines on adherence, extent and quality of communication with the members and staff of the CFRS.

1.4 POLICY STATEMENT

CFRS is committed to the dissemination of timely, accurate and quality information to its members and staff of the CFRS. All internal and external communications should be aimed towards the achievement of CFRS's vision and mission. Only Authorized Persons are permitted to undertake official CFRS's internal and external communications.

Guiding Principles

CFRS recognizes that active communication with the members and staff of the CFRS as well as the general public is imperative. In order to reach its overall goals for communication, the following guiding principles should always be adhered to:

- a) Communication between and amongst the members and staff must be professional at all times.
- b) All official CFRS communication must be approved by authorized persons
- c) All information must be conveyed through the appropriate and approved communication channels to CFRS members and staff in a timely manner
- d) All information disseminated shall be accurate, transparent and open as possible, while considering the need to protect any confidential information
- e) All communication must be consistent, clear, concise and intentional
- f) Communication should also promote overall knowledge and awareness of the CFRS
- g) All presentations/materials for external use must be reviewed and approved by authorized persons prior to exposing these documents to the members, media and/or the general public to ensure compliance and accuracy of information. This includes presentations at meetings, seminars, conferences, etc. and materials to be uploaded to the website
- h) Only authorized persons shall be permitted to have formal engagements with the media engagements and press releases
- i) Communication with media is to be handled with the highest levels of sensitivity and professionalism and must always be handled by authorized persons. Only authorized persons shall be permitted to grant interviews of any sort (print, TV, online) and be quoted with respect to CFRS communications.
- j) All official requests for public information shall be received in writing and shall be responded to without unnecessary delays. A turnaround time of ten (10) working days shall apply to all requests; where the information sought may require more time to deliver, an acknowledgement of the request must be made within the stipulated time period

Disclosure of Confidential Information

Must follow applicable laws.

Public Statements of Personal Opinion

CFRS Board of Trustees as well as the staff shall refrain from making public statements of personal opinion regarding the CFRS as facts. Such public statements may include quotes given to media, contribution on blogs and/or social media, published articles, etc. Any such public statements must be approved by authorized persons before publication.

Communication Channels

- a) Website
- b) Letters
- c) Email correspondence
- d) Newsletter
- e) Press releases
- f) Visits
- g) Social media
- h) Board meetings
- i) Committee meetings

DRAFT

Authorization to Release Information

Name:

Address:

Phone Number:

Email:

I _____ (name) do hereby authorize the Charlotte Firefighters' Retirement System to share the following information:

- _____ contact information (address, phone number and/or email address)
- _____ changing health conditions
- _____ birthdays
- _____ retirements
- _____ deaths and/or births

The Charlotte Firefighters' Retirement System takes your privacy seriously and will only use the information that you authorize to provide other active and/or retired members of the Charlotte Firefighters' Retirement System updates. At no time will your information be sold or shared with any 3rd party company without your written consent. Furthermore, I understand that I may revoke this authorization at any time by notifying the Charlotte Firefighters' Retirement System at the address indicated above, in writing, and this authorization will cease to be effective on the date notified except to the extent action has already been taken in reliance upon it.

Signature

Date

Witness Signature

Date