



Irish Amateur Wrestling Association

Communication Policy

1. Purpose of Policy

The purpose of this policy is to set out IAWA's expectations with regard to how you communicate on behalf of the Association. Communications may be internal or external. It also covers legislative requirements under the Regulation of Lobbying Act 2015.

2. Scope of Policy

This Policy applies to anyone involved in internal and external communications within IAWA. Breach of this policy may lead to disciplinary action.

3. Policy

3.1 Guiding Principles of Communication

- Communications will be regarded as a key priority.
- We will take a proactive approach to communications.
- Communications will be integrated into all activities.
- Effective communication is the responsibility of everyone.
- There will be a unified approach to communication and a consistency of messaging.
- Communications will support our business priorities.

3.2 Internal Communications

Our aim is to be clear and open and we encourage and promote two way communication. In the course of your normal conversations you are encouraged to raise and discuss suggestions, questions or problems related to your role, procedures or anything you feel needs resolution or attention. We use other means of communications such as email, newsletters and notices as appropriate.

Personal Telephone Calls

If you have an account which is paid for by IAWA we reserve the right to randomly monitor telephone usage for business and cost reasons.

Voicemail Facilities

It is IAWA's policy that voicemail messages should be carefully composed to ensure that no offence could be imparted from it. It is important to leave an out of office message facility if you are not in a position to answer your phone and to ensure messages are listened and responded to.

Name, Logos and Branding



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All names, logos, branding, patents, copyright and trademarks are protected and should only be used with the consultation and consent of the Secretary.

3.3 External Communications Policy

Due to the nature of the business, we understand that from time to time you may be in a position to communicate on our behalf to external stakeholders. This policy details the procedure that should be followed if doing so. Additionally, this policy highlights the importance of distinguishing personal communication from communication made on behalf of IAWA.

The following are in place to safeguard and protect IAWA's best interest:

- You should not give information to the media
- You are expected to use the utmost discretion when discussing our affairs.
- Remember at all times that personal opinion is personal and you should ensure this is made clear.
- New external communications should be approved by the appropriate person.
- The Board is responsible for managing our public image and reputation.
- The personnel authorised to approve information releasable to the public media is the President or someone else appointed by the President
- Material used when completing presentations, speeches or any publication or article relating to the business in any public forum should also be cleared by the President

Media Contact

Contact with the press, publications, radio, TV or lectures on matters concerning IAWA, requires the prior approval of the person responsible for Communications. If you are asked for any information you should direct the query to that person and ensure that clearance is given before giving any response.

3.4 Copying (cc) Internal Email Communication

Internal email correspondence within IAWA shall not be copied (including blind copied) to any external third parties without permission.

3.5 Lobbying

Everyone is reminded that where they partake in Lobbying, such communications must be registered centrally with IAWA and then logged by IAWA on the Register. It is incumbent on all to ensure they are recording such communications.



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Lobbying Legislation came into effect on 1st September 2015. Under this legislation, IAWA must register on the Register of Lobbying and submit a return every 4 months beginning on 21st January 2016 outlining all relevant communications made personally (whether oral or written and however made) to a designated public official in relation to a relevant matter.

A “designated public official” includes: Minister and Ministers of State, TDs and Senators, MEP’s for constituencies in the State, members of local authorities, special advisors, Secretaries General and Assistant Secretaries in the Civil Service and CEO’s and Directors of Services in Local Authorities.

What is a “Relevant Matter”?

As per Section 5.9 of the Regulation of Lobbying Act 2015, “Relevant Matter” means any matter relating to:

- (a) The initiation, development or modification of any public policy or of any public programme
- (b) The preparation or amendment of an enactment, or
- (c) The award of any grant, loan or other financial support, contract or other agreement, or of any licence or other authorisation involving public funds.

What is an “Excepted Communication”?

The following are excepted communications under Section 5.5 of the Regulation of Lobbying Act 2015:

1. Communications requesting factual information or providing factual information in response to a request for the information;
2. Communications requested by a public service body and published by it;
3. Communications the disclosure of which could pose a threat to the safety of any person;
4. Communications which are made in proceedings of a committee of either House of the Oireachtas;
5. Communications by or on behalf of a body corporate to a Minister of the Government who holds shares in or has statutory functions in relation to the body corporate, or to designated public officials serving in the Minister’s department, in the ordinary course of the business of the body corporate
6. Communications prescribed by the Minister as excepted communications – No such communications have been prescribed to date.

Registration for Lobbying

If lobbying, IAWA must register on the Register of Lobbying and the information supplied will be available on the “Register of Lobbying” (the “Register”). IAWA will then nominate an individual with overall responsibility for the returns. IAWA must then submit a return by the relevant date (21 days after the relevant period) covering the relevant period (4 month period ending with the last day of April, August and December in any year).



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It is a matter for IAWA to determine if the communications engaged in require registration and/or if certain exemptions apply.

The return should include:

- The designated public officials to whom the communications concerned were made and the body by which they are employed or in which they hold any office or other position
- The Subject matter of those communications and the results they were intended to secure,
- The type and extent of the lobbying activities carried on,
- The name of the individual who had primary responsibility for carrying on the lobbying activities
- The name of each person who is or has been (whether before or after the passing of this Act) a designated public official employed by, or providing services to, the registered person and who was engaged in carrying on lobbying activities, and
- Any such other information relating to carrying on lobbying activities as may be prescribed by the Minister such as the name of any other person involved in the lobbying (other than the person with primary responsibility) or any other matters that appear to the minister to be appropriate having regard to the public interest in there being an appropriate level of transparency in relation to carrying on lobbying activities and in opening up the carrying on of lobbying activities to public scrutiny.
- A statement that the information provided in the return is correct

Non-compliance is a contravention of the Act and a serious offence possibly leading to sanction in including fines and up to summary convictions and imprisonment and/or the enforcement of disciplinary procedures.

4. Handling Difficult Clients and Stakeholders

On occasions, depending on the position held, you may have to deal with an external client.

At all times you are expected to be courteous and of assistance to the client. In the event that a client query is misdirected to you, you must ensure that the client is transferred to the appropriate person without delay. In the event that you are not in a position to deal with a client's query and need to call him/her back, you are expected to do so within a reasonable time.

Whilst you are expected to try deal with any difficulties that might arise with a client's query, you are not expected tolerate any rancor from a client. In the event of a client being abusive towards you either in person or on the phone, you must



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bring the matter to the immediate attention of the organisation. Do not get engaged in an argument with the client.

In the event of abusive or unacceptable behaviour experienced at an event while on duty, security or a member of the Gardaí may be called upon and the event management notified as soon as possible.

5. Working with Volunteers, the Community and Stakeholders

- IAWA has a number of Stakeholders as follows:
 - Members
 - Volunteers
 - Partners
 - Suppliers
 - Sport Ireland
 - Department of Tourism, Transport and Sport
 - Federation of Irish Sport
 - Olympic Federation of Ireland
 - International governing bodies
- IAWA shall strive to communicate in an effective and professional manner at all times with its stakeholders. It shall also abide by any contractual obligations in relation to communications and shall ensure a strong working relationship with all its stakeholders.
- IAWA has a board consisting of volunteers who contribute their time on a voluntary basis.
- All volunteers who are making a contribution of time should be treated in a respectful and professional way.
- No one should make derogatory comments about other members in the organisation or board members or volunteers.
- Sometimes people may have loyalties or perceived loyalties to certain members or projects , however they should put these aside. All members should be treated equally.

6. Freedom of Information (FOI) V GDPR

IAWA **is not** subject to the Freedom of Information Acts 1997, 2003 and 2014 however it is subject to General Data Protection Regulations and must comply with any data requests under GDPR in line with its policy

7. Spokesperson

The President shall be the spokesperson for IAWA at all times unless otherwise agreed by the Board or delegated to another person or agency by the President and agreed by the Board.