



**Table Tennis Ireland
Communications Policy**

Approved by the Board of Table Tennis Ireland

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1. Introduction

Table Tennis Ireland (TTI) recognises that effective, timely, and transparent communication is central to our role as the National Governing Body (NGB) for table tennis across the island of Ireland. This policy sets out how TTI communicates with its members, athletes, clubs, partners, volunteers, funders, the media, and the general public, ensuring alignment with our vision: A Sport for All, A Sport for Life.

2. Purpose

- Ensure consistent, professional, and accessible communication.
- Clarify responsibilities for communication within TTI.
- Enhance transparency, accountability, and trust with all stakeholders.
- Ensure compliance with legislation (GDPR, Defamation Act, Official Languages Act).
- Support delivery of TTI's strategic pillars.

3. Scope

Applies to all TTI Board members, staff, contractors, and volunteers when communicating internally or externally. Covers written, digital, verbal, and visual communication.

4. Principles of Communication

TTI communication will be:

1. Clear and Accurate
2. Timely and Consistent
3. Inclusive and Accessible
4. Respectful and Professional
5. Transparent and Accountable
6. Safe and Compliant

5. Communication Channels

- Internal: Staff briefings, Board packs, email, intranet. Microsoft 365
- Members & Clubs: Newsletter, social media, AGM, portal.
- Public & Partners: Website, press releases, reports, events.
- Media: Press releases, statements, briefings.

6. Roles and Responsibilities

- Board: Oversight of policy.
- CEO: Primary spokesperson.
- Staff: Day-to-day communication.
- Clubs & Branches: Local communication.
- Media Officer: Manages press/media relations.

7. Media Relations

- Only CEO or authorised spokespersons issue official statements.
- Media queries directed to CEO/Media Officer.
- Crisis communication protocols activated for reputational risk.

8. Social Media and Digital Communication

- Managed by authorised staff/volunteers.
- Posts must reflect TTI values.
- Inappropriate content removed; breaches reported.
- Personal accounts must not represent TTI unless authorised.

Note: TTI has a separate more detailed Social Media policy. [Social-Media-Policy-2025.pdf](#)

9. Complaints and Feedback

- Constructive feedback welcomed.
- Complaints handled under Complaints Policy.
- Response times:
 - General enquiries – 5 working days
 - Complaints acknowledgement – 7 working days
 - Complaints outcome – 30 working days (where possible)

10. Monitoring and Review

- CEO & Governance Officer monitor compliance.
- Annual communication activity report to Board.
- Policy reviewed every 2 years or earlier if required.

11. Related Policies and Frameworks

- Sport Ireland Communications Policy Framework
- TTI Safeguarding Policy
- TTI Complaints Policy
- TTI Data Protection Policy
- Sport Ireland Governance Code
- Official Languages Act 2003
- TTI Equality, Diversity & Inclusion Policy

Appendix A: Crisis Communications Protocol

Trigger: Reputational, legal, or safeguarding risk.

Steps:

1. Inform CEO immediately.
2. CEO informs Chair.
3. Response team agrees holding statement.
4. Only designated spokesperson communicates.
5. Post-crisis review within 30 days.

Appendix B: Internal Communications

1. Purpose

To ensure effective, secure, and transparent communication across the organisation, Table Tennis Ireland require all staff and where reasonably possible board members, and designated volunteers to use approved internal communication platform.

2. Approved Platform

The official platform for internal communication is Microsoft 365 (Outlook, Sharepoint, teams). This platform to be used as much as possible for:

- Routine internal communication between staff and board members.
- Sharing files, documents, and meeting notes.
- Team discussions, project updates, and announcements.
- Direct messaging related to organisational business.
- Whats app and text messaging is end to end encrypted so can be used to communicate without sharing of any sensitive information or restricted data.

Just go will be the preferred direct mail means by which TTI will communicate with the membership. Any other avenues of communication must be agreed and approved by the CEO. Any communication systems introduced into the organisation will be subject to a Data impact Assessment.

3. Usage

Internal communications regarding Table Tennis Ireland business where possible should be conducted through Microsoft 265 . The use of personal messaging apps (e.g. WhatsApp, Facebook Messenger, personal email) is acceptable so long as there is no sharing of sensitive or confidential documents or messages.

Communication with external stakeholders or partners should use appropriate email channels or Just Go. Other approved methods may be used from time to time subject to proper assessments.

4. Security and Confidentiality

Users must ensure that communications are professional, respectful, and comply with the organisation's Data Protection, Code of Conduct, and ICT Policies. Information shared through the platform should be treated as confidential and used solely for the purpose of conducting organisational business.

5. Monitoring and Compliance

Use of all channels of communication is subject to the organisation's ICT and data governance protocols. Non-compliance may result in restricted access and/ or additional training.