



Information and Communication Management

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1. Purpose

The NVF Information Management outlines the information and communication standing orders that shall govern all NVF members. It is designed to curb the communication gap and release of unauthentic information to the public. Contravening of the standing orders may lead to disciplinary actions.

2. Standing Orders

The Namibian Volleyball Federation shall publish all directives/correspondences in the official NVF letterhead.

3. Official Directives/Correspondences

- a) The Secretary-General shall be responsible for the administration and keep a record of all incoming and outgoing directives/correspondences. This includes historical directive/correspondences.
- b) The Executive shall edit and approve all NVF directives before they are approved for publication.
- c) All NVF official communications on paper shall be signed and be stamped where possible.
- d) All official communications shall be sent out from an official NVF email address where possible.

4. NVF Activities/Events

- a) All departments shall liaise with the Secretary-General for any planned event/directive/information before any public announcement is done. This includes Regional Associations activities/events.
- b) Other than that, article 9.4 of the Sports Regulations is applicable during the NVF Competitions

5. Extraordinary Circumstances

- a) Except in extraordinary circumstances, the channel of communication as indicated in para 2.1 (a) and (b) must be used when issuing and directive or sending correspondence and or sharing information to the public.
- b) Except in events when not possible, the NVF President and the Secretary-General shall be the spokespersons of the NVF.
- c) In urgent situations, any member may correspond directly with the external body and send a copy of his/her correspondence to the Secretary-General for dissemination to the Executive.

6. Media Releases

- a) Any media release must be approved by the Executive before it is made available to the media.
- b) Except Regional Chairpersons, any member of NVF shall not release, publish a letter, order, circular, statement, or official information involving the NVF without authorisation from the Executive.
- c) Departments may release information provided that the Executive is aware of the event or activity.
- d) Any media release including social media platforms, issued/released by the Executive or those responsible is authentic and shall be binding.
- e) NVF may promote individual team/club/academy's activities on the NVF platforms at the request of that entity provided that such clubs are in good standing with their regional associations/federation and that such activities do not tarnish the image of volleyball in general.
- f) Should a club want to promote its activities on the NVF platform, such club must approach the NVF through its regional association.
- g) The Executive has the right to promote any club activities without the team/club/academy's concern provided that such entity is an NVF member.

7. Radio and Television Interviews

- a) It is the responsibility of the President, Secretary-General and Directors of various departments to organise and/or participate in radio or television interviews.
- b) When necessary, and on approval of the Executive, a member may, due to his/her speciality in a particular field, participate in radio or television interviews.
- c) Team captains/coaches may attend interviews relating to NVF events/activities without the authorisation of the Executive when requested by the media practitioners.

8. Usage of NVF social media platforms

- a) NVF social media platforms shall be used for purpose of promoting volleyball.
- b) Other non-volleyball related information may be posted/shared, such as information that will benefit the community in general. This includes the prevention of loss of life, prevention of danger, a missing child, this exclude business, religious, political advertisements and any other derogatory messages or sensitive images.
- c) The NVF as the managing volleyball body reserves the right to take action against individuals/teams/clubs/academies who post offensive, divisive content across its social media platforms. The plan of action will be determined by the nature of the offence.

- d) The plan of action will include any of the following actions; advise, warning, suspension, temporary removal/block or permanent removal/block from the platform. The Executive shall recommend the plan of action to the Council for approval or the Council may directly direct the Executive for the action.

9. Media Relations

The Goals of the media relations are to;

- a) Coordinate and ease the planning of activities which relate to the role, functions and the image of the NVF;
- b) Build the internal and external image of the NVF;
- c) Liaise and communicate with members of the public;
- d) Publicise the functions of the NVF to enable the public to understand and attend the NVF events/activities;
- e) Promote all forms of communication with the public;
- f) Stimulate the involvement and interest of the public in the NVF's activities;
- g) Process and evaluate information about the NVF received from the public for the betterment of volleyball;

10. Death Notices

- a) It is the responsibility of club/team and individual to notify the associations of the demise of their team members or teammates or their loved ones.
- b) Upon receiving the notification, it is the responsibility of the regional association to notify the NVF Executive and the entire Council of such unpleasant news.
- c) The NVF shall issue a message of condolence either to the association/club/team or to the bereaved family.
- d) The NVF may as well issue a message of condolence to the an individual who lost an immediate relative (child, spouse, parent, brother or sister, father-in-law or mother-in-law of a member of NVF)
- e) Where a notification is not officially communicated but such demise news happens to be known, the NVF Executive may take a step and issue a formal message of condolence.
- f) The NVF President or his/her representative may deliver the message of condolence in person.

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