

Sundown Communication Policy



GSS Group
ABN: 12 668 595 382
F01/122 Studio Ln, Docklands VIC 3008

Date: 03/02/2026
Review: 01/02/2027

1. Purpose

This policy establishes clear expectations for timely and professional communication across all internal and external stakeholders, ensuring responsiveness, transparency and efficiency in all business operations.

2. Scope

This policy applies to all employees, contractors, and representatives of GSS Group when communicating with:

- Clients and stakeholders
- Internal team members
- External partners and vendors

3. Communication and Response Time

- All emails must be acknowledged within 24 hours of receipt, regardless of whether the task or requests can be completed within that time frame.
- The response must provide an update on the status of the request, including:
 - (a) Confirmation of receipt
 - (b) Estimated timeline for completion or resolution
 - (c) Any relevant next steps or dependencies

4. Professionalism and Clarity

- Responses should be professional, clear and concise.
- If additional time is required to provide a detailed response, an interim update must be sent within the 24-hour window.

5. Escalation and accountability

- If a request cannot be addressed within the expected time frame, the matter should be escalated to the relevant supervisor or manager.
- All employees are responsible for ensuring prompt and effective communication within their respective roles.

6. Compliance

Failure to adhere to this policy may result in performance discussions or further actions as deemed necessary by management.

7. Email Correspondence and Recipient Responsibilities

- If you are a direct recipient of an email, you are required without exception to respond.

This can be either:

- (a) An acknowledgement of receipt
- (b) a direct response addressing the request
- (c) if you are CC'd on an email, this is for informational purposes only. They response is not required, but are expected to remain informed, engaged and available for collaboration if necessary.

This policy reinforces GSS Groups commitment to operational excellence, accountability and high standards of service.

If you require further information, please speak with your manager or peopleandculture@gssgroup.au

Endorsed by:

Imran Mukhtar

Managing Director March 2026

