

Annex 2

**This Annex was created in order to further explain Article 5 “Principles of Communication.”
It is specifically related to the principle of Internal Communication and its procedures.**

Internal communication procedures

- 1) The following means of communication are recommended to provide sustainable communication between partners:
 - a) *email, calendar, reminder;*
 - b) *social forums;*
 - c) *instant messages;*
 - d) *telecommunication (telephone, fax);*
 - e) *website;*
 - f) *newsletter.*
- 2) In addition to the Coordinating Body’s Internal Communication Coordinator (please see Annex 3), each partner appoints one contact who is responsible for communication within youthNET on behalf of the partner organisation.
 - a) *if obstacles arise in communication, a new contact shall be appointed.*
- 3) Updating contact details in the database is the responsibility of all partners.
- 4) Confirmation of receipt is promptly required for all important communications.
- 5) Partners shall specify, in the contact list, their capability to access communication tools.
- 6) Reminders shall be sent whenever there is no response given within the agreed timeframe.
- 7) The Internal Communication Coordinator is tasked with giving periodic reminders to the partners before any given deadline.

Internal communication protocols

The following protocol shall be used for any kind of deadline-based activity:

- 1) The main communication tool between partners shall be e-mail.
- 2) For general youthNET projects, the Internal Communication Coordinator is appointed to send periodic reminders to partners involved in the activity, and keep track of those partners who have/have not completed their tasks
 - a) *for certain projects/activities, this may be tasked to someone else.*
- 3) If there is a large amount of partners, group coordinators shall also be appointed to send reminders and mind tasks of smaller working groups;
 - a) *the main coordinator of the project shall be informed about the status of the working groups by the group coordinators.*
- 4) Partners should send a brief reply to each reminder to confirm receipt.
- 5) If a considerable amount of time passes with no reply or if a partner is not responding before or after the deadline expires, other communication tools shall be used by the coordinator to contact the non-responding organization, such as:
 - a) *personal e-mail or the email contacts of other members of the organization;*
 - b) *Voice over IP or Instant Messaging programs;*
 - c) *Telephone or mobile contacts.*
- 6) If this occurs on a number of occasions, a complaint shall be brought to the General Assembly.