

QBD.10 Media Handling Policy

1. Purpose

This policy ensures all communication with the media is handled professionally, accurately and only through authorised channels to protect the reputation of Rayan Facilities Management Ltd and its clients.

2. Scope

This policy applies to all employees, contractors and temporary workers representing the company.

3. Responsibilities

Director / Authorised Spokesperson:

- Acts as the official company spokesperson.
- Approves all statements, interviews, filming and photography requests.
- Coordinates responses with clients where necessary.

Managers:

- Ensure employees understand this policy.
- Report any media approaches immediately to the Director.

Employees:

- Must not speak to, comment or provide information to the media.
- Must direct all media contact to the Director.
- Must report all media approaches immediately.

4. Media Enquiries

All enquiries must be referred to the Director. Employees must not:

- Provide statements or opinions.
- Confirm or deny incidents.
- Give “off the record” comments.

Employees should respond:

“I’m not authorised to comment. Please contact our Director via head office.”

5. Photography & Filming

- No photography or filming is allowed onsite without written Director approval.
- Director may consult with site managers and clients before granting access.
- Media must not enter restricted areas or disrupt operations.

6. Public Areas

The company cannot prevent photography or filming on public property. Employees must not interfere with media activity in public areas.

7. Unplanned Media Visits or Crisis Situations

- Treat media professionally and politely.
- Do not answer any questions.
- Notify the Director immediately.
- Do not allow access or filming without approval.

8. Seeking Media Coverage

Employees must not contact the media directly. Any positive news stories should be shared with the Director for consideration.

9. Compliance

Failure to follow this policy may lead to disciplinary action.



Signed:

Siobhan Hamill

Managing Director

10/03/2026