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British DanceSport Association

Board of Director's Communications Policy

Purpose and scope of the policy

British DanceSport Association (hereinafter referred to as the BDSA) is committed to openness, integrity and professionalism in all communication across and between members of the BDSA board both within and externally.

This policy is to ensure that communications between the BDSA Board are handled appropriately, and, in a manner, that best serves the BDSA. This policy also ensures that there is a communication structure in place that reflects the BDSA's values of integrity, inclusivity, and fair play ensuring that every member of our community feels valued and heard.

This policy applies to every member of the BDSA Board of Directors.

Methods of Communication

This policy applies to every method of communication between BDSA Board members. This includes but is not limited to in-person meetings, video meetings, telephone calls, and emails including internal and external communications.

Communication principles

To ensure effective communication between BDSA board members, members should aim to adhere to the following principles:

- Clear and concise communication to deliver messages succinctly.
- Use plain English so communication is easily understandable.
- Ensure timely communication, including prompt replies to all methods of communication.

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- Setting an out-of-office email to alert other board members of absence from work.

COMMUNICATION STRUCTURE

Communication between the BDSA Board Members should communicate in a way that emphasises the importance of direct and engaging interactions, reflecting our

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commitment to clarity and integrity in all communications. This is reflected in the BDSA's preferred methods of communication below.

Face to Face Communication

This is the preferred method of communication between BDSA board members and allows for immediate feedback and in-person interaction can often lead to quicker resolutions and a deeper understanding. In-person communication is the most effective way to communicate fostering a more connected and responsive organisational culture.

Telephone Communication

If it is not feasible to speak in person, the next preferred method is via telephone. This should be used when issues are too urgent to wait for a face-to-face opportunity but still require the clarity that verbal communication provides. Calls allow for realtime discussion, helping to reduce misunderstandings and improve clarity in the discussion.

Electronic Communication (including WhatsApp and WeChat)

Email should be used as a last resort or when confirming what has already been discussed in person or over the phone. While email is useful for sending detailed or complex information, it lacks the immediacy and personal connection of the

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aforementioned methods. Emails should be clear, concise, and reflective of BDSA values of honesty and transparency.

All electronic communications between board members should be retained and telephone or face-to-face communication should also be accompanied by a paper trail, in the form of meeting minutes or written record.

WhatsApp and WeChat along with other similar platforms of electronic communication should be refrained from especially when conducting communications externally. Board use of WhatsApp and WeChat is permitted internally, however, should be kept to an absolute minimum and for direct and immediate communications only.

Ideally, all information to the board should be processed and distributed through the office of the BDSA executive assistants.

See the separate WhatsApp policy for full guidance. For convenience, the WhatsApp policy can be applied to the use of WeChat.

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Social Media Platforms

Board members should avoid using any form of social media when communicating with other board members and when responding to queries on behalf of the BDSA. Board members should only use social media for the purpose of BDSA community engagement and communication with members through the official BDSA social media accounts.

See the BDSA's previously separate Social Media Policy.

While the BDSA Board of Directors Communication Policy outlines our preferred methods, we acknowledge that we cannot control how our members choose to engage with us. Members may contact us through various channels, including those not listed in our preferred methods. Regardless of the initial method of contact, our response will always adhere to using the most appropriate channel as outlined by

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this policy. This ensures that our communications remain professional and in line with our principles.

The BDSA recognises that potential problems and conflicts can be avoided by having a clear policy that addresses internal communications. It is also important that the roles and responsibilities of the Board are outlined to facilitate effective communication between and among board members. All members of the Board are expected to be courteous in all levels of communication.

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