

Stakeholder Engagement Standard Operating Procedure (SOP)

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Scope of SOP

The purpose of this SOP is to train CLAL staff on how to effectively engage with charities, religious groups, educational organizations, and recreational groups, ensuring proper communication through the correct channels.

Procedure for Stakeholder Engagement

1. Request for Access:

- When a stakeholder (charities, religious groups, educational organizations, recreational groups) requests access to the hotels to hold activities, the request must be processed through a MOU to be signed prior to the visit and sent to your SG team.

2. Information Display:

- Posters and leaflets with information about charities, religious groups, educational organizations, and recreational activities should be clearly displayed in the reception area. These should be available in multiple languages on display notice boards.

3. Service User Enquiries:

- If a service user (SU) enquires about clothes, toys, or other necessary items, refer them to the displayed posters and leaflets, which provide local information.

4. Visitor Log:

- Update the visitors log when stakeholders visit the hotel. Security to give them the visitor pass. Meetings between stakeholders and service users should take place in public spaces.

Activities and Events

Event Notification:

- If any events are being arranged or planned in the hotel, it is crucial to notify the central team in advance. They will review the event and provide guidance and support as needed.

Screening and Approval:

- Ensure that all external parties planning to visit the hotel have undergone appropriate screening and have received approval to interact with guests.

By following this SOP, CLAL staff can ensure that stakeholder engagement is managed effectively and that service users have access to valuable resources and support.