



**STANDARD OPERATING PROCEDURE**

**CHIEF DIRECTORATE: Strategy and Systems**

**DIRECTORATE: Communication Management**

**SOP Title**  
<Name the  
SOP>

Attendance of Departmental Events

**SOP Number:**  
<Provide the reference  
number for the SOP>

SOP/1

**PURPOSE:** <Explain the objective the SOP is intended to achieve>

To establish consistent guidelines for attending departmental events

**SCOPE:** <State the range of activities the SOP applies to as well as any limitations or exceptions>

This SOP applies to all SMS members

**RESPONSIBILITY:** <State the officials, groups, contractors, & subcontractors, responsible for complying with the SOP>  
<State the person or group responsible for assuring the appropriate officials are trained on the SOP>

All SMS members

Communication Management officials

## **STANDARD OPERATING PROCEDURE:**

**PROCEDURE:** <Explain the procedure in simple steps. Describe what to do, not how to do it> <State who does each step & how it is recorded to be certain whoever is performing the procedure can prove that they have done it. Think about what is needed before the procedure is started so that the person performing the function can do it correctly the first time>

No.	Task Name	Task Procedure	Responsibility	Time Frame	Supporting Documentation	Service Standard
1.	<b>Receive an invite</b>	Acknowledge the invitation and provide guidance	Director/ Deputy Director	1 working day	Invite	<b>14 days</b>
2.	<b>Gather more information</b>	Discuss the event and allocate an official. Draw a communication action plan for the event if there is a need	Deputy Director/ Assistant Director/ Communication Officer	1 working day	Concept Document	
3.	<b>Start logistical arrangements</b>	Request car and make accommodation arrangements.	DD/AD/ Communication Officer	5 working days	Quotation from travel agent	<b>5 working days</b>
4.	<b>Depart to the event</b>	Collect working tools	DD/AD/ Communication Officer	1 working day	Approved: <ul style="list-style-type: none"> <li>• weekly plan</li> <li>• trip authority</li> <li>• memo to use own vehicle</li> </ul>	
5.	<b>Attend the event</b>	Brand and capture the event	DD/AD/ Communication Officer	1- 5 working days	Programme, Speeches, Speaking notes	1- 5 working days
6.	<b>Prepare a news report</b>	Quality check and share the report with Supervisor for comments	DD/AD/ Communication Officer	3 working days	Written notes	
7.	<b>Edit the news report</b>	Edit and share the report with Supervisor for approval	DD	2 working days	Edited copy of the news report	

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8.	<b>Edit the report</b>	Conduct further quality assurance and approve for publication and distribution	Director	1 working day	Edited copy of the news report	
9.	<b>Distribute to stakeholders</b>	Circulate the document internally and externally	DD/ AD	1 working day	Final approved document	

**REVIEW AND REVISION:** <State how often the SOP is reviewed & under what circumstances it is to be revised>

The SOP will be reviewed as and when there are changes to the Government systems and related legislation

**CONTINGENCIES:** <State what happens if the SOP cannot be followed & identify who needs to be notified>

Task	Risk Description	Probability H/M/L	Impact H/M/L	Control Description	Consulted Party
1.Late invites	<ul style="list-style-type: none"> <li>No accommodation for officials</li> <li>Non availability of pool vehicle</li> <li>Accidents at night-time</li> <li>Reputational damage to the Directorate and Cogta</li> </ul>	H	H	Get invites 14 days in advance	All programme managers.

**REFERENCES:** <List related SOPs, any supporting documentation necessary to understand & correctly follow the procedure, including any applicable regulations & regulatory guidelines>

**STANDARD OPERATING PROCEDURE:**

TYPE OF REFERENCE	REFERENCE
None	

**DEFINITIONS:** *<Define words and acronyms that people reading the SOP would not generally know and that would require clarification. If a definition is needed and one exists in the regulations, use the regulation definition>*

None

**ATTACHMENTS:** *<Attach any documents used in support of the SOP, e.g. flowcharts & work instructions>*

None

**HISTORY OF CHANGE:** *<State in sufficient detail what changes were made what parts of the SOP were effected & when the changes become effective>*

None

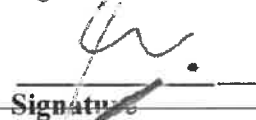
**CERTIFICATION OF DUE PROCESS:**

Prepared by: T.SONJICA  
Name

  
Signature


20/04/2026  
Date

Certified by: M Ngam  
Name

  
Signature

20 April 2026  
Date

**STANDARD OPERATING PROCEDURE:**

Approval of SOP:	 <span style="margin-left: 200px;"><u>HOW</u> Delegated Authority</span> <span style="float: right;">Date <u>20/05/2026</u></span>			
Approval date		Commencement date	Review date	
<b>REVISION HISTORY</b>				
Revision Ref No.	Approved/ Rescinded	Date	Authority	Resolution Number or Minutes Reference

