

Health & Safety Management System

Communication, Consultation & Participation
Procedure

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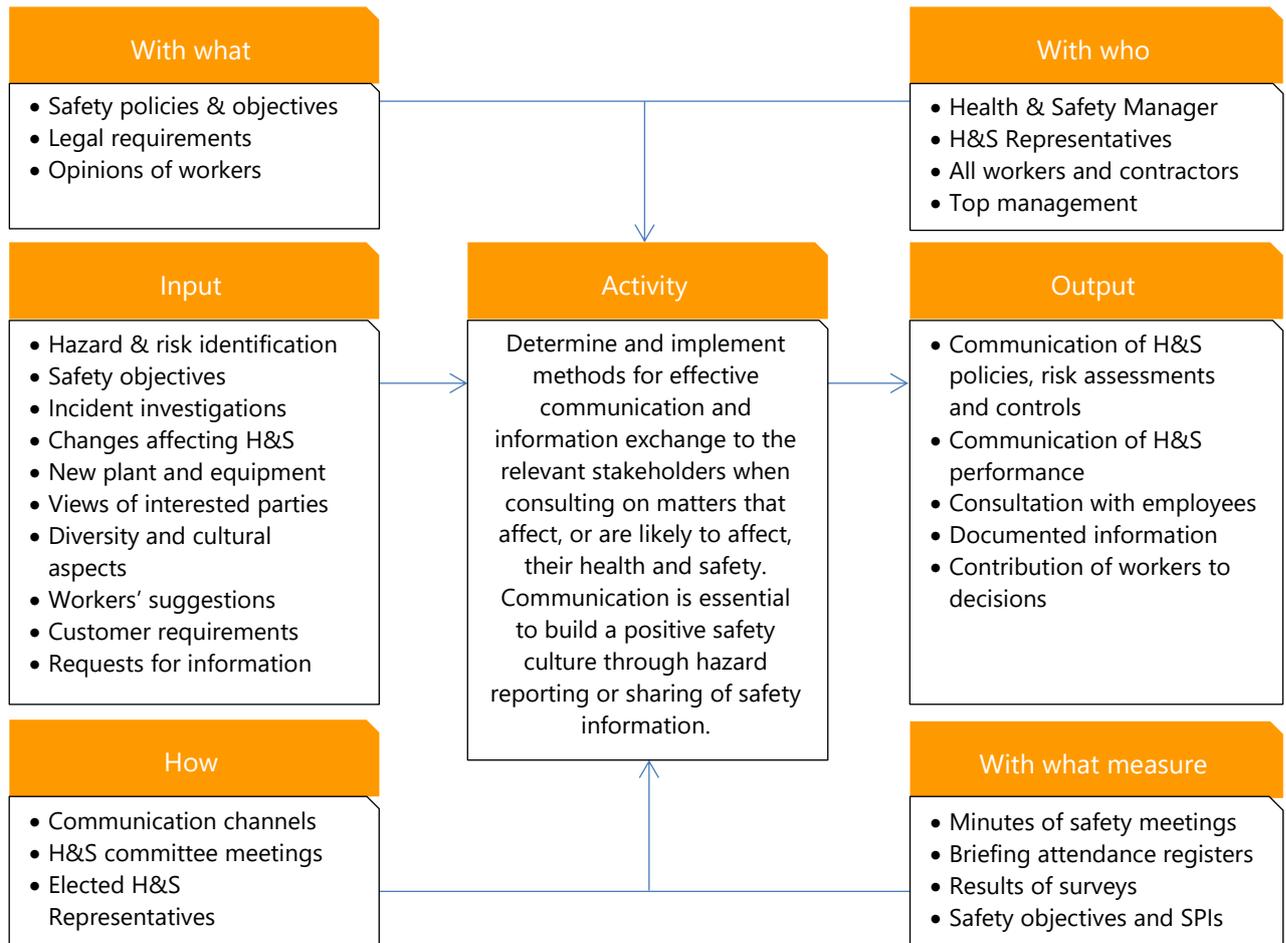
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1 Communication, Consultation & Participation

1.1 Introduction & Purpose

The purpose of this procedure is to outline [your organization's](#) guidelines for managing our internal and external communications in order to encourage the two-way flow of information between our workforce and management. Communication takes place both formally and informally. Health & Safety Representatives are appointed to assist with the process.

1.1.1 Process Turtle Diagram



1.1.2 References

Standard	Title	ISO Clauses	Manual Sections
BS EN ISO 45001	OH&S management system requirements	7.4	7.4
BS EN ISO 45002-1	Guidance on managing occupational health	7.3	

1.1.3 Terms & Definitions

Term	Definition
Consultation	Seeking views before making a decision
Communication	A process by which information is transmitted and understood by two or more people
Participation	involvement in decision-making, includes engaging H&S Committees and H&S Reps

2. Facilitating cooperation between the workers in the management of health and safety;
3. Establishing a charter for each committee;
4. Retaining relevant records of meetings, decisions, discussions and outcomes, including any action items arising from meetings.
5. Provide a forum to consult with workers on hazard and risk issues identified, potential changes to work systems, work environments, practices and procedures that may affect workers;
6. Providing a forum for resolution of health and safety matters;
7. Providing a forum for the discussion and analysis of safety data;
8. Providing a forum for training and education on safety matters;
9. Identifying, reviewing and publishing procedures in relation to health and safety.

1.4 Internal Communication

1.4.1 General

Your organization encourages the two-way flow of information between our non-managerial workers and management teams at various levels and functions within our organization. Worker input is considered vital in the development of health and safety policies and procedures.

Employee's input on concerns relating to health and safety issues, and their feedback on how the health and safety management system can be improved are equally as important. [Top Management](#) are required to:

1. Maintain records of formal health and safety communications and responses;
2. Authorize and maintain a record of official correspondence relating to policy and related issues;
3. Provide advice on content of communications to official correspondence relating to safety matters.

Workers and contractors are kept informed of matters relating to their health, safety and welfare by the [Health & Safety Manager](#), [Health & Safety Representatives](#), [Supervisors](#) and [Line Managers](#). Issues that are communicated include the following:

1. Communication of our policies, risk assessments and controls to employees, contractors and visitors;
2. Consultation on the processes and procedures to manage risk;
3. Consultation on the introduction of changes that affect health and safety in the workplace;
4. Communication of health and safety performance information to employees.

Where information for dissemination becomes available to the [Line Manager](#), it is communicated to employees at the next available team briefing or meeting. Where employees have a particular requirement for improving their safety awareness, due to the nature of their activities, suitable workshops are organized.

Effective communication involves adjusting the content of the communication and the way in which the information is delivered to match the target worker's role in the organization. Internal communication occurs on an on-going basis and is achieved through various mechanisms that include, but are not limited to:

1. Team meetings, briefings, tool-box-talks;
2. Training sessions;
3. Display boards and posters;
4. Computer network/intranet/e-mail;
5. Corrective and preventive actions;

1. Investigate employee complaints relating to safety, health and welfare at work after giving reasonable notice;
2. Conduct workplace inspections of the whole or any part of the place of work as part of a planned inspection programme or immediately, in the event of an incident, dangerous occurrence, or imminent danger from a risk;
3. Investigate accidents and dangerous occurrences provided that they do not interfere with or otherwise obstruct any investigation by legislative authorities;
4. Accompany an HSE Inspector when carrying out an inspection other than an inspection for the purpose of investigating an incident or dangerous occurrence unless at the Inspector's discretion;
5. At the Inspector's discretion, attend any interview between an Inspector and employee where the employee requests their presence;
6. Make representations to the employer on any matter relating to safety, health and welfare at the workplace;
7. If safety, health and welfare issues, including the investigation of accidents or dangerous occurrences at the workplace, are not satisfactorily resolved, refer such issues directly to the [Top management](#) and, if this approach fails, make oral or written representations to HSE Inspectors;
8. Be advised and informed by Inspectors on safety, health and welfare matters at the workplace;
9. Consult and liaise on matters relating to safety, health and welfare at work with any other representatives.

Employees are encouraged to raise any concerns, make comment or suggestions directly with the [Health & Safety Department](#) or via their [Health & Safety Representative](#).

The following checklist covers the key points that are considered when developing arrangements to improve worker representation. Questions answered 'no' must be looked at to see what could be done differently. The list is not exhaustive and should only be considered as a guide that cover the main points

Worker Representative Participation Checklist		Yes	No
1	Are there agreed procedures for the participation of worker representatives?		
2	Are worker representatives consulted about all questions relating to health and safety, including: risk assessments, measures, the designation of workers responsible for health and safety, first aid etc., safety training, introduction of new equipment, technologies etc.?		
3	Are worker representatives consulted about and involved in the drafting of instructions, procedures, policies etc.?		
4	Are worker representatives involved in making decisions about health and safety, e.g. via advisory bodies and decision-making groups?		
5	Do health and safety audits actively include safety representatives as well as managers		
6	Are worker representatives encouraged to report case studies of good practice, which could be stored in an organisational database?		
7	Are worker representatives fully involved in the investigation of incidents?		