

Communication, Participation & Consultation

Procedure

Procedure Title		Communication, participation and consultation procedure	
Ref Number	MLP-HSP-005	Pages	6
Written By	Rob Tyson	Authorised By	Mervyn Lambert
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1. Introduction

To encourage participation in Health, Safety and Environmental practices and support for our Health and Safety Policy, Environmental Policy and Health, Safety and Environmental Objectives from those affected by our activities or interested in our Health, Safety and Environmental management system, through the process of communication and consultation.

2. Responsibility

Directors	To ensure that our communication processes provide for the flow of information upwards, downwards and across the organisation. To seek acceptable solutions to problems through the general exchange of views and information. To review this procedure periodically to ensure that it is Appropriate to the needs of the organisation.
HSE Representative	To gather and disseminate relative Health, Safety and Environmental information to facilitate Communication, participation and consultation activities. To ensure that Health, Safety and Environmental information is provided, received and understood relevant persons. To be responsible for issue and changes to this procedure.
All Staff	To effectively communicate, participate and consult, when Required on Health, Safety and Environmental matters.

Through the processes of communication and consultation we encourage participation as a good Health, Safety and Environmental practice, as support for our Health and Safety and Environmental policies and Health, Safety and Environmental objectives from those affected by its activities or interested in its Health, Safety and Environmental management system.

The organisation's communication processes provide for the flow of information upwards, downwards and across the organisation. It provides for both the gathering and the dissemination of information. We ensure that Health, Safety and Environmental information is provided, received and understood by all relevant persons.

Consultation is the process by which management and other persons, or their representatives, jointly consider and discuss issues of mutual concern. It involves

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seeking acceptable solutions to problems through the general exchange of views and information.

Those who could be interested in or affected by the organisations Health, Safety and Environmental management system include employees at all levels of the organisation, employee representatives, temporary workers, contractors, visitors, neighbours, volunteers, emergency services, insurers and government or regulatory inspectors.

3. Communication

Internal and external communication

The organisation effectively communicate information concerning its Health, Safety and Environmental hazards and its Health, Safety and Environmental management system to those involved in or affected by the management system, in order for them to actively participate in, or support, the prevention of injury and ill health, as applicable.

When communicating, the organisation considers the following:

- The target audience and their information needs;
- Appropriate methods and media;
- Local culture, preferred styles and available technologies;
- Organisational complexity, structure and size;
- Barriers to effective communication in the workplace such as literacy or language;
- Legal and other requirements;
- The effectiveness of the various modes and flows of communication across all functions and levels of the organisation;
- Evaluation of the effectiveness of the communication;

Health, Safety and Environmental issues will be communicated to employees, visitors and contractors via means such as:

- Health, Safety and Environmental briefings and meetings, induction/orientation talks, etc.,
- Newsletters, posters, emails, websites and notice boards containing information on Health, Safety and Environmental issues;

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Internal communication includes information about Health, Safety and Environmental risks and the Health, Safety and Environmental management system at various levels and between various functions of the organisation. This includes information:

- Relating to management's commitment to the Health, Safety and Environmental management system (e.g. programmes undertaken and resources committed to improving Health, Safety and Environmental performance);
- Concerning the identification of hazards and risks (e.g. information on process flows, materials in use, equipment specifications and observation of work practices);
- About Health, Safety and Environmental objectives and other continual improvement activities;
- Relating to incident investigation (e.g. the type of incidents that are taking place, factors that can contribute to the occurrence of incidents, results of incident investigations);
- Relating to progress in eliminating Health, Safety and Environmental hazards and risks (e.g. status reports showing progress of projects that have been completed or are underway);
- Relating to changes that can impact on the Health, Safety and Environmental management system;

The extent of communication with contractors and other visitors to the workplace, is related to the Health, Safety and Environmental risks faced by these parties.

Contracts and other documents are used to communicate Health, Safety and Environmental performance requirements and communication methods. Where necessary, a supplement to contracts with other on-site arrangements (e.g. project Health, Safety and Environmental planning meetings), are issued to ensure that appropriate controls are implemented to protect individuals at the workplace.

The communication includes information, where applicable, about any operational controls related to the specific tasks to be performed or the area where the work is to be done. This information will be communicated before the contractor comes on-site and then supplemented with additional or other information (e.g. a site tour), as appropriate, when the work starts.

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4. Participation and consultation

Workers are informed about the arrangements that have been made for their participation and the individual who represents them on Health, Safety and Environmental matters. Health, Safety and Environmental representatives have defined roles.

Workers are consulted in the selection of appropriate controls, including discussion of the benefits or adverse outcomes of alternative options for controlling specific hazards or preventing unsafe behaviours.

Contractors and other external parties, may, where appropriate be consulted where there is a need i.e. the organisation may need to consult with regulators concerning certain Health, Safety and Environmental matters (e.g. applicability and interpretation of Health, Safety and Environmental legal requirements, or with emergency services).

When considering the need for consultation with external parties/contractors on changes that can affect their Health, Safety and Environmental, the organisation will take account of the following:

- New or unfamiliar hazards (including those that can be introduced by the contractor);
- Reorganisation;
- New or amended controls;
- Changes in materials, equipment, exposures, etc.,
- Changes in emergency arrangements;
- Changes in legal or other requirements;

For consultation with external parties, the organisation will give consideration to factors such as:

- Changes in emergency arrangements;
- Hazards that can impact neighbours, or hazards from neighbours;
- Changes in legal or other requirements;

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1 Procedures

The Company shall ensure it has adequate communication routes in place to ensure all staff are made aware of and understand the requirements of all company Policies and Procedures. Typically, this shall be achieved via:

- Contracts of Employment
- Drivers Handbooks
- Risk Assessments
- Company Policies
- Signed Acknowledgements
- Driver Induction
- Agency driver declaration
- Staff Training and Toolbox Talks
- Posting of updates and documents on noticeboards
- Company website
- Emails
- Face to Face briefings
- Team Meetings
- Meeting Records

Initial staff induction, staff training (including Toolbox Talks), performance reviews and daily briefings will, wherever possible, be conducted face to face in a manner and form understandable to all staff.

In addition to verbal communication, Company Policies, Procedures, Risk Assessments, industry and legislative changes, training documentation and all information necessary for staff to complete their duties safely and efficiently will be made available in printed format. This will be provided via the FORS Policies and Procedures Manual, the Company's Driver's Handbook, memos, industry updates, posters and noticeboards.

Inappropriate remarks based on any of the following are not tolerated: race, religion, ethnic origin, physical attributes, mental or physical disability, colour, ancestry, marital status, pregnancy, medical condition, citizenship and/or age.

This policy relates to the following FORS Manual V6.0 Sections: M2

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