

PROCEDURE

Internal / External Communication and Consultation

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Document Review Record				
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Electronic approval by: Name: David McNeil Position: Operations Manager Date: 20.09.2019				
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1 PURPOSE

This procedure addresses the system requirements for planning and implementing, communication and consultation processes for Safety, Health, Environment and Quality at Reay Services Group’s General/projects.

2 SCOPE

This procedure applies to communications received from employees at all locations/sites and all components of the public including customers, media, environmental groups, and federal, state, local agencies, and internal communications generated to external parties.

3 DEFINITIONS

Company / the Company: Refers to Reay Services Group and associated entities.

HSEQ System: Quality, Safety and Environmental Management Systems.

4 RESPONSIBILITIES

All Company employees and contractors are responsible for complying with the requirements of this procedure.

Refer to QMS-PRO-026 – Authority and Responsibilities Procedure for further details.

5 PROCEDURE

5.1 General

Effective processes of communication and consultation on HSEQ are essential for successful management of HSEQ risks.

Communication processes are intended to keep our workforce and visitors informed of Reay Services Group’s HSEQ systems and processes and engaged in our vision of ‘Zero Harm’.

Consultation is about the formal and informal processes we use to get workforce feedback.

As communication and consultation processes are closely related they are considered together in this document.

5.2 Communication

Workplace managers must establish a process for proactive HSEQ communication. This process may include:

- A range of meetings consistent with the size, nature, and characteristics of the site, that ensure the workforce are informed of emerging HSEQ issues and progress against site goals. Meetings shall be recorded and any actions arising tracked. Guidance on the types and purposes of specific meetings is provided in Table 1 ‘HSEQ Communication processes’.
- A range of communication signage and or folders consistent with the size, nature and characteristics of the site, should be displayed and maintained to reinforce the HSEQ values of Reay Services Group. These may include HSEQ policies, incident reporting processes, emergency contacts, site rules, safety alerts, meeting minutes, etc. This information can be displayed in office areas and/or in Crib huts and/or other Reay Services Group dedicated areas.

Major topics of internal communication include, but are not limited to:

- Company policy, objectives, and targets,
- Systems management through roles and responsibilities,
- Organisational performance compared to environmental, quality and safety objectives and targets,
- Environmental, quality and safety procedures,
- Environmental, quality and safety compliance issues, and emergency response procedures

Table 1. HSEQ Communication Process

Who and Why	What and When
Senior Management HSEQ Meeting (Mgt Review) Current performance SHEQ Planning and direction setting System effectiveness review Review of incident / hazard report / inspection trends Risk register currency Sub-Contractor Performance reviews	Managing Director / Operations Manager Relevant Senior Managers HSEQ System Administrator Conducted as scheduled
Toolbox / Weekly / Other HSEQ Meetings Information sharing Consultation on upcoming risks Review of workforce raised issues	Supervisors Site Personnel Conducted daily / weekly / as required
Incidental HSEQ Communication Communication of extraordinary items such as incident safety alerts, changes to site rules, unacceptable standards identified	Supervisors Site Personnel Conducted as required
Displays and folders Communication Notices and minutes of meetings HSEQ Information	Updated as required

5.2.1 Face to face communication

It is important people maintain a consistent level of personal interaction with each other.

Regularly General meetings may occur including but not limited to pre-shift meetings, General meetings, safety meetings, management meetings, planning meetings, finance meetings and tender review meetings. These types of meetings are designed to improve communications within the company and foster teamwork.

Similarly, individuals are encouraged to hold face to face meetings as required to help improve teamwork, communications and decision making.

5.3 External Communication

Informal communication with clients, as a minimum this shall include site based meetings as agreed and contract review meetings.

Contract review meetings should include progress against the project key performance indicators, any environmental incidents or complaints received, any auditing activities undertaken and any significant non-conformances identified

5.3.1 Face-to-face

It is important the company maintains a level of physical presence with clients. Client meetings should be attended by all invited company personnel (where possible).

5.3.2 *Letters / faxes / emails*

All external communication in letter / fax / email form should be signed off by the appropriate person.

All written enquiries and other communication from external parties including media, public and other interested parties requesting information on the Company or the company's performance should be forwarded to the Operations Manager or delegate.

5.4 Media and Public Communications

Media and general public calls to the company concerning environmental, quality and safety issues are transferred to the Operations Manager. The Operations Manager or Delegate documents the call and responds (as and if appropriate) to media / public communications. The Operations Manager may seek legal advice in preparing a response if required.

5.5 Communication with other External Parties

Communications with statutory authorities, key stakeholders and local community representatives on environmental, quality and safety matters shall be directed through the Operations Manager and/or Managing Director. These communications will be conducted, where appropriate, in consultation with our client's senior project representative.

Reay Services Group does not communicate externally about its significant environmental, quality or safety aspects.

5.5 Consultation

Workplace managers must establish a process for effective consultation with the workforce. This may include:

- Implementing a HSEQ committee in accordance with local statutory requirements, or
- Participating in clients established HSEQ committees as required.

There are several other methods by which Reay Services Group's management consult and interact with all levels of employees (many have been included below):

- Tool-box meetings,
- Pre-start meetings,
- In-house safety training, including feedback and discussions,
- Safety meetings,
- Job Safety Environmental Analysis formation and review,
- Accident-Incident Investigations,
- Procedures and new work methods reviews,
- Informal consultation (site meetings, on-the-job discussions, etc)

5.6 Measurement

Minutes of all HSEQ, Weekly, Toolbox, etc meetings must be maintained with site files and actions tracked.

Internal HSEQ audits will examine compliance with this procedure.

6 REFERENCE DOCUMENTATION

WHS-FRM-010 Prestart Toolbox Meeting
WHS-FRM-001 Safety Alert
QMS-FRM-024 Meeting Minutes
WHS-FRM-020 JSEA Form
WHS-FRM-004 Incident Investigation
QMS-PRO-026 – Authority and Responsibilities Procedure