PROCEDURE FOR COMMUNICATION, PARTICIPATION AND CONSULTATION

Code:

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1. Purpose, scope and users

The purpose of this procedure is to define the process of internal and external communication, participation, and consultation regarding policy and effectiveness of the OH&SMS (Occupational Health & Safety Management System).

This procedure is applied to all processes of [organization name] within the scope of the OH&SMS.

Users of this document are all employees of [organization name] inside the scope of the OH&SMS.

2. Reference documents

- ISO 45001:2018 standard, clause 5.4 and 7.4
- OH&S Manual
- OH&S Policy
- Procedure for Document and Record Control
- Procedure for Risk Assessment and Hazard Identification
- Procedure for Preparedness and Emergency Response

3. Internal and external communication

Regardless of type of communication, information must be:

- Clear and adequately explained so that [organization name] can accurately express its
- 
- Needs

3.1. Internal communication

Concerns associated with occupational health and safety issues raised by [organization name] employees of [organization name] by the [job title] through e-mail or through meetings.

Inquiries associated with OH&S issues communicated by external parties should be forwarded to the

The manager shall ensure that all communications are documented and that the appropriate recipient receives the information. Methods of internal communication include, but

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Commented [45A7]: If you already have ISO 14001, just insert this part into existing procedure.

Commented [45A8]: Traceable in the sense that organization can determine who provided it and who was it forwarded to.

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Commented [45A10]: If you already have ISO 14001, just insert this part into existing procedure for human resources.

Commented [45A11]: E.g., OH&S Management representative

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3.2. External communication

External communication includes:

- Communication with subcontractors and other visitors
- [Other communication methods]

[Job title] is responsible for communication with emergency services and authorities, according to the Procedure for Emergency Preparedness and Response.

3.2.1. Communication with subcontractors and other visitors

Communication methods used with subcontractors include, but are not limited to:

- Contract
- Traffic signs
- [Other communication methods]

Contact [Job title], who will notify appropriate authorities and follow the Procedures for Preparedness and Emergency Response.

During consultation with subcontractors regarding changes that can affect occupational health and safety, [Job title] must define:

- New hazards or hazards that may be caused by subcontractors
- [Other considerations]

[Job title] is responsible to communicate the OHS requirements of organization until to employees.
3.2.2. Communication with external interested parties

[Job title] is responsible to identify external interested parties and establish communication with event that requires informing interested parties (reactive communication).

[Job title] decides what information will be communicated and to whom. This is done in accordance with legal and other requirements, and the information is documented in the Record of External Communication.

in order to achieve traceability.

[Job title] approves the response to external interested parties’ announcements. If the

3.3. Participation and consultation with employees about OH&S development

[Job title] is responsible for informing employees about their participation arrangements in the understandable and relevant OH&S information.

[Job title] must ensure consultation and participation of non-managerial workers in the following:

- Determining the needs and expectations of interested parties;
- Planning, establishing and implementing internal audit program;
- Establishing a continual improvement process.

4. Managing records kept on the basis of this document
<table>
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<td>Retention time 3 years</td>
<td>[job title] has the right to make entries into and changes to the incoming mail register.</td>
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<td>Location [in the computer of owner of document]</td>
<td>[job title]</td>
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<tr>
<td>Record of External Communication</td>
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<td>1 year</td>
<td>[job title] has the right to make entries into and changes to the document</td>
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<tr>
<td>Employee Feedback Report</td>
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Only [job title] can grant other employees access to the records.

5. Appendices

- Appendix 1 – Record of External Communication
- Appendix 2 – Employee Feedback Report