PROCEDURE FOR COMMUNICATION, PARTICIPATION AND CONSULTATION

Commented [9A1]: All fields in this document marked by square brackets [ ] must be filled in.

Commented [9A2]: If you want to find out more about communication process, see these articles:
- Communication requirements according to ISO 9001:2015
  https://advisera.com/9001Academy/blog/2016/11/01/communication-requirements-according-to-iso-9001-2015/
- Article: How to perform communication related to the EMS
  http://advisera.com/14001academy/blog/2015/08/31/how-to-perform-communication-related-to-the-ems/
- ISO 14001 case study – practical approach for EMS communication
  https://advisera.com/14001academy/blog/2016/09/12/iso14001-case-study-practical-approach-for-ems-communication/

Commented [9A3]: To handle documents in an ISO-compliant Document Management System, use Conformio:
http://advisera.com/conformio

Commented [9A4]: You can attend these free online training courses to learn more about ISO 9001:2015 & ISO 14001:2015 implementation:
- ISO 9001:2015 Foundations Course
- ISO 14001:2015 Foundations Course
  https://training.advisera.com/course/iso-14001-foundations-course/

Commented [9A5]: If you already have ISO 14001, you do not need to duplicate this procedure for ISO 45001. It is enough to add the marked sections your existing procedure - please see the comments below.

Commented [9A6]: Adapt to the existing practice in organization.

Commented [9A7]: This is only necessary if document is in paper form; otherwise, this table should be deleted.

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1. Purpose, scope and users

The purpose of this procedure is to define the process of internal and external communication regarding policy and effectiveness of the IMS (Integrated Management System) and enable persons doing work under [organization name]'s control to contribute to continual improvement.

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

Users of this document are all employees of [organization name] inside the scope of the IMS.

2. Reference documents

- ISO 9001:2015, clause 7.4
- ISO 14001:2015, clauses 6.1.2; 7.4
- ISO 45001:2018, clauses 5.4 and 7.4
- Integrated Management System Manual
- List of Interested Parties, Legal and Other Requirements
- Quality Policy
- Environmental Policy
- OHS&S Policy
- Procedure for Document and Record Control
- Procedure for Identification and Evaluation of Environmental Aspects
- Procedure for Risk Assessment and Hazard Identification
- Procedures 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

3.1. Internal communication

Concerns associated with quality, environmental and occupational health and safety issues raised by

Commented [9A8]: E.g. Some measuring units

Commented [9A9]: If you already have ISO 14001, just insert this part into existing procedure for human resources.

Commented [9A10]: E.g., Production Manager

Commented [9A11]: Adapt to organization's practice.
3.2. External communication

External communication includes:

- 
- 

All external communications relating to [organization name] quality, environmental and OH&S performance must be referred to the [job title], who is responsible for responding to all such external communications.

In the event of an environmental or OH&S emergency or major environmental or OH&S incident,

[job title] must respond to external communications in free form and keep records of them in the Communication Report.

3.2.1. Communication with subcontractors and other visitors

[Job title] is responsible for communicating with subcontractors and other visitors to the work place.

[Commented [9A12]: Adapt to organization’s practice.]

[Commented [9A13]: Adapt to organization’s practice.]

[Commented [9A14]: This is a suggested dynamic; adapt to organization’s needs.]

[Commented [9A15]: This is a suggestion; adapt to organization’s practice.]

[Commented [9A16]: E.g., authorities, inspections, etc.]

[Commented [9A17]: Adapt to organization’s practice.]

[Commented [9A18]: If you already have ISO 14001, just insert this part into existing procedure.]
Communication methods used with subcontractors include, but are not limited to:

- Contract
- [Other methods]

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

- [Specific details]

3.3. Receiving, processing and responding to external interested parties’ announcements

[Job title] is responsible for identifying external interested parties and establishing communication with them. Communication with external parties includes delivering information, on the

method and content of the response.

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Commented [9A20]: Incoming mailbox is, e.g., Excel spreadsheet where organization keeps track of external announcements.

Commented [9A21]: E.g., CEO
3.4. Communication to external interested parties

[Job title] communicates externally the information relevant to the IMS, according to compliance

The communication regarding communication must contain the following:

- Targeted group (who is being announced)
- Information about significant environmental aspects
- Relevant data for risk assessment
- Relevant data for operation of the environment management system (how)
- Information about overall performance of the organization

3.5. Participation and consultation with employees about IMS development

[Job title] is responsible for informing employees regarding their participation arrangements in the IMS. This includes explaining the purpose and benefits of participation, ensuring that employees are aware of the responsibilities and benefits, and providing training as needed.

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

- Determining the needs and expectations of interested parties
- Consultation with the manager
- Consultation with other employees
- Hazard identification and assessment of risks and opportunities
- Consultation with external stakeholders

[Job title] must consider obstacles to the participation of employees (e.g., language, education, persons with disabilities, etc.), confidentiality, and privacy.

4. Managing records kept on the basis of this document

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<td>Retention time</td>
<td>Location</td>
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Commented [9A22]: E.g. Savings or investments in environment protection.

Commented [9A23]: E.g. Waste decrease, amounts of waste for recycling, previous effectiveness.

Commented [9A24]: Adapt to organization's needs.

Commented [9A25]: Adapt the information in this column to the normal practice in your company.

Commented [9A26]: Adapt the information in this column to the normal practice in your company.
Only [job title] can grant other employees access to the records.

5. Appendices

- Appendix 1 – Communication Report
- Appendix 2 – Employee Feedback Report