PROCEDURE FOR COMMUNICATION, PARTICIPATION AND CONSULTATION

Code:

Version: 0.1

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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
- OH&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. Same 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.
Changes or additions to the quality, environmental and OH&S policies and procedures will be
announced to the employees and other parties through the following system of notice and
actions.

[Job title] will ensure that relevant information is disseminated among the various levels and
regular management meetings, announcements via notice board, intranet, telephone, newsletters,

3.2. External communication

External communication includes:

- [Activity 1]
- [Activity 2]

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] is required to carry out the following steps:

- Inform the relevant parties
- Implement appropriate actions

In the context of community and inclusion in events, open house days, telephone, and advertising through public
media,

[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 the communication with subcontractors and other visitors to the work
place.

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

- Contract
- "Red flag" signs
- Interdepartmental letters
- "Red flag" meetings
- Dedicated safety training
- Data sheets
- Use of "red flag" software
- Workplace access control
- Necessary personal protection equipment (e.g. helmet, goggles, etc.)

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

- New or revised processes that may be needed to administer
- New or revised regulations, standards, and procedures
- Changed legislation
- Hazards that affect neighbors or are caused by neighbors

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

Communication.

[Job title] is responsible for receiving and recording external announcements in the incoming mail

method and content of the response.
3.4. Communication to external interested parties

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

The communication regarding environment includes the following:

- Targeted group (who is being announced)
- Information about significant environmental aspects
- Environmental management system for the organization
- Information on corrective and preventive actions taken
- Reduction and prevention of environmental impacts
- Environmental performance
- Environment-related criteria
- Reporting to the public

3.5. Participation and consultation with employees about IMS development

[Job title] is responsible for informing employees regarding their participation arrangements in the

Consultation process. This includes ensuring that employees are informed about the process and that they

are able to provide feedback and input. The consultation process must be transparent and inclusive, allowing

employees to participate in the development of the IMS.

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

- Determining the needs and expectations of interested parties
- Identifying potential improvements
- Evaluating the effectiveness of the IMS
- Hazard identification and assessment of risks and opportunities
- Mitigation strategies
- Tracking and reporting on performance

[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

<table>
<thead>
<tr>
<th>Record name</th>
<th>Code</th>
<th>Storage</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Retention time</td>
<td>Location</td>
</tr>
</tbody>
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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.

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Commented [9A26]: Adapt the information in this column to the normal practice in your company.

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<td>Only [job title] has the right to make entries into and changes to the incoming mail register.</td>
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<tr>
<td>Communication Report</td>
<td>1 year</td>
<td>Only [job title] has the right to make entries into and changes to the document.</td>
</tr>
<tr>
<td>Employee Feedback Report</td>
<td>1 year</td>
<td>Only [job title] has the right to make entries into and changes to the document.</td>
</tr>
</tbody>
</table>

Only [job title] can grant other employees access to the records.

5. Appendices

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