[Organization logo]

[Organization name]

PROCEDURE FOR COMMUNICATION, PARTICIPATION AND CONSULTATION

Code:	
Version:	0.1
Created by:	
Approved by:	
Date of version:	
Signature:	

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Commented [45A1]: All fields in this document marked by square brackets [ ] must be filled in.

Commented [45A2]: 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 to your existing procedure - please see the comments below.

Commented [45A3]: Adapt to the existing practice in organization.

Commented [45A4]: This is only necessary if document is in paper form; otherwise, this table should be deleted.

Change history

Date	Version	Created by	Description of change
	0.1	45001Academy	Basic document outline

Table of contents

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.

> **Commented [45A5]:** If you already have ISO 14001, just insert this part into existing procedure.

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

> **Commented [45A6]:** If you already have ISO 14001, just insert this part into existing procedure.

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 effectiveness.
- Traceable
- Comparable

> **Commented [45A7]:** Traceable in the sense that organization can determine who provided it and who was it forwarded to.

> **Commented [45A8]:** E.g., Same measuring units

3.1. Internal communication

Concerns associated with occupational health and safety issues raised by [organization name] employees are directed to the [job title] by the following: [OH&SMS Team member, employee suggestion box, internal e-mail system, and periodic superintendent meetings].

Changes or additions to the OH&S Policy and procedures are communicated to the affected 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 [job title], who is responsible for documenting and processing such information and notifies the top management and take appropriate actions.

[Job title] ensures that relevant information is disseminated to ensure the effective communication of issues relating to the OH&SMS. This is done through monthly e-mail bulletins, newsletters, notice boards, and via the OH&S forum on the intranet. Methods of internal communication include, but

> **Commented [45A9]:** If you already have ISO 14001, just insert this part into existing procedure for human resources.

> **Commented [45A10]:** E.g., OH&SMS Management representative

> **Commented [45A11]:** Adapt to organization's practice.

> **Commented [45A12]:** If you already have ISO 14001, just insert this part into existing procedure.

> **Commented [45A13]:** Adapt to organization's practice.

> **Commented [45A14]:** If you already have ISO 14001, just insert this part into existing procedure.

> **Commented [45A15]:** If you already have ISO 14001, just insert this part into existing procedure.

> **Commented [45A16]:** Adapt to organization's practice.

are not limited to: regular management meetings, announcements via notice board, intranet,
telephone, newsletters, and conversation with employees about their understanding of the OH&S
Policy, OH&S objectives and targets, and OH&S effectiveness once a month.

3.2. External communication

External communication includes:

- Communication with subcontractors and other visitors
- Communication with external interested parties

[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*

[Job title] is responsible for communication with subcontractors and other visitors to the work place
in accordance with the degree of identified OH&S hazards.

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

- Contract
- Traffic signs
- Meeting before execution of work regarding: operational controls, changes that can
  influence the OH&S, legal and other requirements that can influence the method or level
  of communication, equipment control, incident investigation, possible consequences, and
  need for additional consultation.
- Warning signs and safety barriers
- Evacuation plan and activities when alarm sounds
- Work place access control
- Necessary personal protection equipment (e.g., helmet, goggles, etc.)

In the event of an environmental emergency or major incident, employees are to immediately
contact [job title], who will notify appropriate authorities and follow the Procedure 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
- New or changed controls
- Changes in equipment, materials, and processes
- Changed legislation
- Hazards that affect neighbors or are caused by neighbors

[Job title] is responsible to communicate the OH&S requirements of [organization name] to visitors.

3.2.2. *Communication with external interested parties*

[Job title] is responsible to identify external interested parties and establish communication with them. Communication with external parties includes delivering information, on the organization's initiative, before the event or situation to which it refers (proactive communication) and/or after an 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.

[Job title] is responsible for receiving and recording external announcements into the incoming mail box and deliver them to [job title]. Depending on the content of the announcement, [job title] prepares a response to the announcement, referring to receiving identification of the announcement in order to achieve traceability.

[Job title] approves the response to external interested parties' announcements. If the announcement represents a trade secret or other classified information, [job title] decides on the method and content of the response.

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

[Job title] is responsible for informing employees about their participation arrangements in the OH&SMS, including also a their OH&SMS Management representative. [Job title] must provide the necessary training, time and resources for effective consultations and participation, as well as clear, understandable and relevant OH&SMS information.

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

- Determining the needs and expectations of interested parties;
- Establishing OH&S Policy;
- Assigning organizational roles and responsibilities, as appropriate;
- Determining how to meet legal and other requirements;
- Establishing OH&S objectives and plans for achieving them;
- Hazard identification and assessment of risks and opportunities;
- Determining operational controls, monitoring and measuring;
- Planning, establishing and implementing internal audit program;
- Establishing a continual improvement process.

[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

Comments:

Commented [45A23]: If you already have ISO 14001, just insert this part into existing procedure.

Commented [45A24]: Incoming mailbox is, e.g., Excel spreadsheet that contains the received external communication.

Commented [45A25]: E.g., CEO

Record name	Code	Storage			Responsibility
		Retention time	Location	**Protection**	
Incoming mail box (electronic form – Excel spreadsheet)		3 years	[in the computer of owner of document]	Only [job title] has the right to make entries into and changes to the incoming mail register.	[job title]
Record of External Communication	PR.07.1	1 year	[office of [job title]]	Only [job title] has the right to make entries into and changes to the document	[job title]
Employee Feedback Report	PR.07.2	1 year	[office of [job title]]	Only [job title] has the right to make entries into and changes to the document.	[job title]

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

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Commented [45A26]: Adapt the information in this column to the normal practice in your company.

Commented [45A29]: Adapt to the organization's standard practice.

Commented [45A30]: E.g., OH&SMS Management Representative

Commented [45A28]: Please alter this record to match what you already have in your company. If you do not have a similar record, you can create a new one in the format that suits you best.

Commented [45A31]: If the record is in electronic form, write the name of the folder on [job title]'s computer.

Commented [45A32]: If the record is in electronic form, write the name of the folder on [job title]'s computer.

5. Appendices

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