**FQM LIMITED**



**XXX-OP-015**

**Communication, Consultation & Awareness Procedure**

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| **Revision History** | | | | |
| **Rev No.** | **Description of Change** | **Reviewed by** | **Approved By** | **Date** |
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1. **Purpose**

The purpose of this procedure is to set out the structure by which communication, consultation and participation applies to [COMPANY NAME] internal communications.

1. **Scope**

This procedure applies to all employees and predominantly covers Observation Cards, Tool Box Talks and QHSE Committee.

1. **Relevant Documentation**

Observation Card

QHSE Committee Minutes

xxx-15-01 Toolbox Talk

xxx-15-03 Daily Toolbox Talk

1. **Definition**

* **Mango** – QHSE Compliance system
* **Observation Cards** are a voluntary behavioural safety tool which is primarily designed to facilitate continual improvement and record observations made regarding the facility in relation to

1. HSE concerns (potential hazards or near misses)
2. Opportunities for improvement
3. Positive safety behaviours
4. Negative safety behaviours

* **QHSE Committee** is a committee meeting held to allow representatives of departments to feedback concerns/positives regarding QHSE.
* **ToolBox Talks** are relatively informal meetings discussing the job, risk, documentation, assigned tasks and any associated dangers.

They are important forums for gaining feedback from employees.

1. **Responsibilities**

* **Observation Cards** are designed to be used by employees, contractors and/or visitors to [COMPANY NAME]. Management are responsible for reviewing the content of the card and confirming corrective/preventative actions.

QHSE Department are responsible for logging all cards in Mango and ensuring feedback is provided. Group QHSE Manager will approve closure of cards.

* **QHSE Committee** members represent departments, sections or work areas/groups of employees, however these are not paid positions and their responsibilities are noted 7.1.2 below.
* **Toolbox Talks** led by Workshop Management.

1. **Procedure – Observation Cards**
   1. **Observation Cards**

Observation cards should be utilised to record:

* **Hazard/Near Miss**

Hazards should be reported where there is a potential to cause harm or adverse health effect on personnel. Near Miss is classified as “Potential for incident”.

* **Observation**

Negative safety behaviours that are observed can assist the company in improving their systems, practices and culture within the workforce.

* **Positive Feedback**

Positive feedback can be recorded where good safety practices or behaviours have been observed. Sharing such feedback with the workforce is a proven method for reinforcing and influencing behavioral safety.

* **Opportunity for Improvement**

Opportunities for improvement are suggestions which could benefit the company overall and are not confined to just those which would have a beneficial effect on health and safety. They can also be used for quality or business purposes i.e., suggestions which, if implemented could lead to cost savings due to increased efficiencies or improvements in the quality of the end product or service.

Visitors and Contractors on site are a ‘fresh pair of eyes’ and can be a useful tool in identifying key areas from both positive and negative observations, assisting the company in improving their systems/practices.

* 1. **Completion of Card**

The card should not be used for reporting of accidents, this should be communicated immediately to the relevant Supervisor/Manager and or QHSE.

Name of the observer is requested on the card, this is optional as some people do not feel comfortable reporting problems and prefer anonymity. However by stating their name, the relevant Supervisor/Manager can discuss the matter directly with the Observer and more importantly, feedback on any resolutions or decisions taken as a result of the card being raised..

* 1. **Submission of Card**

Once the card is filled in, it can be submitted by two means:

* Utilise locked drop-boxes, which are checked and emptied on a weekly basis
* Hand card directly to the QHSE Department

The latter method is preferable if an Observer has noted a potential hazard which may need to be addressed in a timely manner.

All cards received are scanned/logged in Mango, the system provides means of tracking the status of the cards and actions associated with them. It also provides a measurement tool for performance and continual improvement.

Once a card is submitted it will be reviewed by the relevant Supervisor/Manager and, if any corrective/preventative actions are required, these are detailed in Mango.

The company may have to inform a client or third-party that the card has been raised where there is a potential hazard that lies under the direct control of the client or a third-party and this needs to be formally communicated back to them.

1. **Procedure – QHSE Committee**

Everybody within [COMPANY NAME] has a responsibility for Safety. We have QHSE Representatives who work alongside the QHSE Department in representing the workforce (worker’s representatives).

[COMPANY NAME] will

* provide mechanisms, time, training and resources necessary for consultation and participation
* provide timely access to clear, understandable and relevant information about the OH&S management system
* determine and remove obstacles or barriers to participation and minimise those that cannot be removed

[COMPANY NAME] will consult with non-managerial workers when

* determining the needs and expectations of interested parties
* establishing the OH&S policy
* assigning organisational roles, responsibilities and authorities, as applicable
* determining how to fulfil legal requirements and other requirements
* establishing OH&S objectives and planning to achieve them
* determining applicable controls for outsourcing, procurement and contractors
* determining what needs to be monitored, measured and evaluated
* planning, establishing, implementing and maintaining and audit programme
* ensuring continual improvement

[COMPANY NAME] will emphasise the non-managerial workers when

* determining the mechanisms for their consultation and participation
* identifying hazard and assessing risk and opportunities
* determining actions to eliminate hazards and reduce OH&S risks
* determining competence requirements, training needs, training and evaluating training
* determining what needs to be communicated and how this will be done
* determining control measures and their effective implementation and use
* investigation incidents and nonconformities and determining corrective actions
  1. **Responsibilities within QHSE Committee**
     1. **All Employees**

Promote a positive safety culture at all times and encourage this attitude by leading by example. Participating in HSE review meetings, such as Tool Box Talks, etc.

Ensuring that employees report; all accidents, incidents and near misses no matter how trivial and assist individuals in the reporting process if necessary.

Ensuring any unsafe conditions are reported to Worker Representatives, Supervisors, Managers and/or QHSE.

* + 1. **QHSE Committee Representatives (Worker Representatives)**

Undergo training relating to the functions of a QHSE Committee Representative and attend QHSE Committee meetings.

Promote a positive HSE culture at all times and encourage this attitude in employees by leading by example

Represent any QHSE concerns/feedback raised by employees to Management/QHSE.

Assist in QHSE tours, where applicable, ensuring that these are documented and reviewing all findings with QHSE/Operations Management and assisting in implementing corrective actions.

Worker Representatives will be involved in the development, planning, implementation, performance evaluation and action of improvements to the IMS. Worker Representatives will be involved in both internal and external Audits, as required.

* + 1. **QHSE Department**

Ensuring that the duties of the position are conducted in a manner consistent with satisfying the obligations imposed upon the company, QHSE committee rep by the

Health and Safety at Work Act, and the provisions of the company's integrated management system.

Ensuring that HSE training programmes are followed in line with the QHSE Departments recommendations and to bring to the attention of Management any HSE training needs for employees.

Reporting unsafe conditions, encouraging other employees to do so, and reviewing same with site management, assisting in implementing corrective actions.

Ensuring that employees avoid unsafe acts and follow company HSE procedures, and highlight any cause for concern to the relevant individuals and if required, site management.

Review accidents, incidents and near misses with site management, participating in their Investigation and assisting in implementing corrective actions.

Investigate any complaints made by an employee on matters relating to health, safety, welfare and the environment in which they work.

Ensuring, that suitable and sufficient documented Risk and COSHH assessments are available for the work being carried out, if not, then assess work related hazards and risks and document assessments as required.

Ensuring that minutes of the QHSE Committee meeting are available to all employees and that all HSE alerts and relevant HSE information is up to date and displayed on notice boards.

* 1. **Committee Meetings**

Meetings are held monthly. The site QHSE committee shall not convene unless at least 50% of the members are present. A member of the QHSE Department is responsible for scheduling site QHSE committee meetings and they will contact all the committee members at least one week prior to the meeting and issue a proposed agenda inviting further agenda items (this agenda may be fixed with further items simply discussed under ‘any other business’).

Where specific issues require highlighting to; employees, or a discussion topic is identified, then this will be presented to employees via Toolbox Talks and will be carried out either by QHSE Department/Management.

1. **Procedure – Toolbox Talk(s)**
   1. **Pre-start Toolbox Talk**

Should be held to discuss the hazards associated with completing that allocated job, should the aspects of the workscope change then these would become more frequent. It will also cover any potential high-level hazards associated with those activities and what the control measures will be in managing any conflicts within areas e.g., pressure testing taking place close to a heavy lifting operation etc.

* 1. **Regular Toolbox Talks**

Should be held regularly within the Workshop, to discuss QHSE, Observation Cards, Workshop Activities, Lessons Learned, Continual Improvement and any other relevant business.

* 1. **Impromptu Toolbox**

Should be held in the event that personnel deem a given task has, or may become, unsafe and require re-assessed. In these examples, the task can be stopped, re-assessed and either amend the existing Toolbox Talk form or complete a new one.

1. **Involvement/Feedback**

Feedback from Observation Cards and QHSE Committee meetings are posted in Mango and on Notice Boards on a monthly basis. Discussion is held at QHSE Committee meetings each month.

It may not always be possible to include all employees in a Toolbox talk however any that cannot attend should be made aware of all items discussed. Line Manager will be responsible for ensuring all topics are discussed accordingly and the TBT is signed retrospectively.

Where feedback is obtained from employees then this should be discussed with Management for potential action and further update provided to the employee whom raised the feedback.

1. **Records**

Tool box talks should be recorded in TBT template, signed by attendees and logged in Mango.

QHSE Committee meetings are documented as minutes, retained/distributed in Mango and displayed on noticeboards.

All observation cards and tools box talks are logged in Mango providing a history within individual competency files.

Documented reviews of consultation and participation of processes will be in the form of minutes and/or signed processes.

1. **Trends**

Trends analysis from Observation Cards are reviewed within Mango and discussed at Monthly Management Meetings and/or Management Review.