

This sample policy/procedure must be customized to fit the needs of your company. It must be integrated into other policies/procedures and processes as required. This is not meant to be used "as-is", but must be adapted to reflect your company needs and processes.

[insert company info here]

HEALTH & SAFETY COMMUNICATION

Date of Issue:	
Written by:	Date:
Reviewed by:	Date:
Approved by:	Date:

PURPOSE

Communication is the key to a healthy, safe and productive workplace. It is needed to ensure roles and directions are understood; to warn against dangers; to avoid unsafe practices; to promote critical emergency response and particularly to learn about (and from!) the concerns and hazards that workers encounter.

This standard is to outline the various communication channels used by the company to facilitate communication coming from Senior Management, and to provide a means for two-way communication and dialogue among management and workers.

SCOPE

This procedure applies to all managers, supervisors, faculty, staff, employees, contractors, students, and visitors.

ROLES & RESPONSIBILITIES

Senior Management, Managers, Supervisors and Employees

Supervisors at all levels, (including Senior Managers and Managers), are expected to inform employees of the hazards to which they may be exposed based on the job function or task being performed. The type and format of communication will vary based on the level of responsibility. As a minimum, the following is expected of each of the levels of management listed below:

Senior Management

Senior Managers must meet at least twice annually with their team (this would typically include Managers, Superintendents and in some cases, Supervisors where no Manager may be in place). This meeting is to be dedicated solely to safety-related issues and is intended to update the management team on the status of divisional objectives as well as to discuss areas of OHS concern within the division. These meetings, which are considered a key performance area for the department, must be documented and the information forwarded to the Corporate Safety Department.

Managers and Supervisors

Managers and Supervisors must communicate regularly with employees to ensure expectations are clear and that controls required to reduce risk are understood and implemented. Controls include engineering modifications, administrative adjustments, training and education, personal protective equipment and safe work practices and procedures.

While the level of communication is dependent on a number of factors, the primary purpose of communication between a supervisor (including a manager) and an employee is to ensure that the employee is familiar with the hazards, knows what controls need to be implemented to perform the job or task safely and has the necessary tools and equipment (including personal protective equipment) to do so.

The most common tool utilized to facilitate this communication is the hazard assessment which can be used as a basis for a discussion or “toolbox talk” related to precautions to be taken while performing the job or task. Toolbox talks should also reference past incidents related to the task being performed as well as any observations or findings from inspections or MOL Orders that the supervisor may be aware of. JHSC and worker representatives are also encouraged to participate in toolbox talks where appropriate for the task.

Employees

In addition to the requirement to report incidents, all employees are expected to communicate safety issues and concerns to the supervisor in addition to their co-workers or anyone who may be affected by their undertaking. Safety issues and concerns must be communicated to their respective JHSC members or Safety Worker Representative.

It is expected that prior to performing a task, employees voice any concerns or suggestions, particularly when a hazard assessment is being reviewed by the supervisor or during the course of a toolbox talk. It is only through discussing hazards openly that the best approach can be taken to minimize the risk associated with a particular hazard.

Contractors

As is the case with employees, contractors have a responsibility to communicate hazard information to the appropriate stakeholders and report incidents when they happen. Similarly, project managers have a responsibility to communicate safety expectations in pre-job meetings and in the review of site safety plans that contractors are required to submit. Contractors must communicate hazards and appropriate controls to their workers and inform the company representative overseeing the contract of issues and concerns that arise during the project or service. Hazard reports, incident reports, site specific safety plans,

training records, person in charge, etc. are examples of information which must be communicated to the company's representative.

PROCEDURE

The company, in its endeavour to create a healthily and safe work environment, as outlined in our health and safety policy statement, believes that communication is the key to our health and safety program.

With this in mind, all policies and procedures shall be written and incorporated into this OHS manual and distributed to members of management, who shall:

- a) Familiarize themselves with the contents of the OHS program;
- b) Verbally communicate applicable rights and responsibilities with their employees; and
- c) Make the manual available to all managers, supervisors, faculty, staff, employees, contractors, students, and visitors.

The company uses various methods for communicating Safety across the organization. This communication is both formal and informal, scheduled and routine, and in response to various emergencies, incidents that have occurred, or in direct response to a risk. Health and safety communication shall be conducted through but is not limited to the following media.

- Safety Board
- Safety Talks
- Safety Meetings
- Email Distributions
- Joint Health and Safety Committee Meetings
- Job Hazard Analysis/Hazard Identification
- Safety Newsletters
- Safety Alerts/Bulletins
- Safe Work Practices & Procedures
- Training Programs

Health and Safety Communication Boards

Health and Safety Boards include information pertaining to: workplace inspections, safety newsletters, copies of Safety legislation, and members of the Joint Health and Safety Committees and those trained in First Aid. The safety boards will be in prominent locations in all workplaces of the company (including project trailers).

There are legislative requirements for the information that must be posted on the Safety Board.

Safety Talks

The purpose of safety talks is to provide information, instruction and supervision to a worker to protect the health and safety of a worker. Supervisors will conduct weekly safety talks with all employees under their control (intended for field employees as opposed to office workers). Such meetings will be held during normal work time and can be approximately 10-15 minutes in duration. They also act as a means for workers to participate in their personal safety. Safety talks are documented with employees' signatures, dates, and the name of the supervisor conducting the safety talk.

Executive Safety Meetings

On a monthly basis the Corporate Safety Division reports to the Executive on a number of safety related items which have been monitored over the previous month. Standing items reported on are:

- Incident Data
- OHS Order/Directive compliance
- OHS Committee compliance
- Updates on recent safety initiatives specific to the Department

These monthly meetings are considered a key performance indicator for the Department.

Company Intranet Site

A primary source of communication for the company is the SharePoint Intranet Site which houses information on safe work practices and procedures, hazard assessments and JHSC Committee information including meeting minutes and committee make-up.

This platform is also used to provide the most current version of Safe Work Practices and Procedures and any associated formal hazard assessments and as such is the primary tool utilized for OHS document control. The sharepoint intranet site also houses information to be communicated on audits and resulting action plans, etc.

JHSC Communications

As required by legislation, Joint Health & Safety Committees are expected to communicate the minutes of JHSC meetings and results of any OHS facility inspections. This information is forwarded to the Departmental Program Coordinator (OHS) who posts the minutes electronically on the SharePoint Intranet Site.

The JHSC is also required to post a hard copy of the minutes in the local area, on the site Health & Safety Board.

Job Hazard Analysis/Hazard Identification

The Job Hazard Analysis (JHA) must be completed prior to the start of any new work or the start of every work shift. In addition, they must also be done on an ongoing basis to include instances where there are changes to the process or environment, or if a new hazard is introduced/identified during the work process – or any other significant change to the original job plan. The Job Hazard Analysis form will be used for ongoing assessments (electronic forms/tools/software applications may also be implemented to simplify this process and make use of contemporary technologies).

Hazard Assessments are to be completed with the involvement of all applicable workers on the job site including Project Managers, Superintendents, Supervisors, Workers and Sub-contractors (when applicable). Each individual must sign a copy of the JHA as documentation that the hazards have been discussed and all parties are aware of how to control or mitigate them. If a new hazard is identified or introduced, the Supervisor will immediately stop the work and implement control measures to eliminate or reduce the hazard. The work will not re-start until all workers have been made aware of the hazards and are instructed on the control measures.

Safety Newsletters

At the beginning of each month the Health & Safety Department will issue a safety message to all employees on a time-relevant OHS topics that are relevant to the work being completed by our employees. Examples include Safe Winter Driving, Fire Safety during Fire Prevention Week and Workplace Safety during North American Occupational Safety and Health Week. These monthly messages will also be considered a key performance indicator for the department and posted to the SharePoint Intranet Site.

Safety Alerts/Bulletins

In addition to regular scheduled communications as referenced above, the Safety Department from time to time will issue communications to all employees on safety related matters that may be time sensitive or require immediate dissemination. Examples include updates on serious incidents or near misses, significant events which have direct impact on safety programming and structural or resource changes which may impact how employees are supported from an OHS perspective.

Safe Work Practices & Procedures

Safe Work Practices (SWPs) offer general information related to the protection of worker health and safety by offering reminders, actions, and tips for dealing with certain work situations. SWPs list (in no specific order) the responsibilities of both supervisors and workers, provide an explanation on selection and use of the SWP and the various protective mechanisms that relate to that practice.

Safe Job Procedures offer specific step-by-step work instructions involving specific job tasks or operational activities. SJPs list:

- The Tools and Equipment Required
- The Material Required
- The Personal Protective Equipment (PPE)
- Detailed job steps

Worker input in the development and review of SWPs & SJP's is an important part of the health and safety management system. Both workers and management shall participate in the development and review of Safe Work Practices & Procedures. Workers can and should contribute their knowledge and experience in outlining SWPs & SJP's.

Training Programs

Training is an essential component to employee, personal, and skill development. It is also instrumental in preventing incidents, injuries, illness and property damage. When employees have the skills to perform the work tasks properly, the awareness of hazards, and the knowledge of the potential risk – they are equipped to perform the job safely.

Participation in Safety Communication

Safety communication is most effective when it is “two-way” – from management to workers and from workers to management. Participation of Senior Management in safety communications – including Safety meetings, Safety Training Sessions, Annual General Meetings, etc. is crucial to successful communication. Management participation in safety talks, safety meetings, and communicating with crews during worksite inspections is strongly encouraged.

Reporting to Provincial Authorities

Prior to reporting to any provincial authority, the Safety Department must be consulted, and where applicable, the Safety Department will file the report.

If a person is killed or critically injured at the workplace, the constructor (if any) and employer must immediately notify the Ministry of Labour, JHSC/Health and Safety Representative and trade union (if any) by telephone or other direct means. The employer must provide a written report of the circumstances surrounding the incident to a Director within 48 hours of the incident.

If a person is unable to perform his or her regular work activities or requires medical attention because of a workplace incident (including explosion, fire and violence), the employer must provide a written report of the circumstances surrounding the incident to the JHSC/Health and Safety Representative, trade union (if any) and a Director (if required by an inspector) within four days of the incident.

If advised by or on behalf of a worker or former worker that the worker has an occupational illness or that a claim in respect of an occupational illness has been filed with the Workplace Safety and Insurance Board (WSIB) by or on behalf of the worker, the employer must provide a written report containing any prescribed information to the JHSC/Health and Safety Representative, trade union (if any) and a Director within four days of being advised.

If an incident or unexpected event (premature or unexpected explosion, fire, flood or inrush of water, failure of any equipment, machine, device, article or thing, cave-in, subsidence, rockburst, etc.), occurs at a construction site, mine or mining plant, the constructor of the project or the owner of the mine or mining plant, must provide a written report containing any prescribed information to the JHSC/Health and Safety Representative, trade union (if any) and a Director within two days of the incident.

Media

Communication with the media will be done so by the CEO/President of the company or their selected designated person. Any requests for interviews or comments from the media must be forwarded to the Public Relations Department immediately.

COMMUNICATION:

- Posted on all company health & safety boards and included on company intranet.
- Introduced at Orientation and initial job instruction
- Reviewed annually with all employees (First Safety Meeting in March)

TRAINING:

If training is required for a specific element of this standard, it will be arranged by the Supervisor in collaboration with the Health & Safety Department.

EVALUATION:

Annually the Health and Safety Department will evaluate through record review, surveys, interviews and observations to ensure all procedures outlined in the policy are conducted.

ACKNOWLEDGEMENT/MAKE IMPROVEMENTS:

Once the annual Management Review has been completed, the Management Review minutes will be posted on the company's health & safety boards, and a memo will be sent out acknowledging the success for the year end completion, as well as thanking those who

participated towards the success of the program. If any improvements need to be made they will be communicated using the same process.

REFERENCE MATERIALS:

- Communicating Health & Safety Policy
- Safety Talks Policy
- Safety Meetings Policy
- Joint Health and Safety Committee Standard
- Job Hazard Analysis/Hazard Identification Standard
- Safe Work Practices & Procedures Standard
- Safety Training Standard

CHANGES TRACKING	
DETAILS OF CHANGES	DATE CHANGED

BE CAREFUL OF ALL DATES:

DO NOT USE OLD INCORRECTLY DATED DOCUMENTS

ALL DATES MUST BE IN CHRONOLOGICAL ORDER: policy, communicate, train, evaluate, act

WSIB GUIDELINE:

Health and safety communication

Prerequisite(s): None

Summary:

Communication is the key to creating a healthy, safe and productive workplace. Effective communication ensures health and safety messages are understood. It is a two-way process with information being sent and received back.

Requirements:

Your business will establish, implement, monitor and maintain a procedure for communicating occupational health and safety information. The procedure will include:

- Requirement to provide information on the health and safety program and its progress
- Receiving, documenting and responding appropriately to internal and external health and safety communications (i.e. internal is within your business; examples of external communications are emergency services and regulatory bodies)
- Methods of ensuring communication is appropriate for the intended audience (i.e. accommodating an individual with hearing or vision impairment, language skills and literacy)
- Roles and responsibilities for individuals responsible for the communication of information
- Identifying methods of communication that meet the needs of the business, such as: newsletters, bulletin boards, safety talks, department meetings, intranet
- Identifying methods of getting suggestions, ideas and feedback from all employees (i.e. suggestion box, feedback, ideas)
- Identifying when to communicate (i.e. how often is information communicated and how is it documented?)