

# Consultation and Communication Procedure Policy

## 1. PURPOSE

The aim of this procedure is to communicate important information regarding day-to-day business requirements as well as the IMS.

## 2. PROCESS

### 2.1 Agreed Arrangements

Team meetings will be held with employees, Supervisors and/or the Director(s) to discuss the Company's Health, Safety and operations, especially aspects that could affect the Health and Safety of people.

### 2.2 Internal Communication

Team meetings will be held at offices and will involve all team members located within the office. These meetings will review any non-conformances, consult staff on any Health and Safety related matters that have occurred over the past month and will give team members an opportunity to raise any new issues. Training may also take place at this meeting.

The Systems Manager or person convening the meeting will ensure:

- All staff are adequately engaged (i.e. casual or part-time staff are not left out). Any non-conformances, health and safety matters or opportunities for improvement are noted in the a register and actioned.
- The minutes are located in a folder available to all staff.

Regular Management team meetings will be held and will involve leadership team members. In addition to requirements with Team meetings, participation on any health and safety related matters will be reviewed and actioned, whereby consensus cannot be agreed, majority vote will determine outcome. These meetings will be minuted.

### 2.3 External Communication

External communications are to be carried out in a consistent and controlled manner so as not to negatively affect the perception by external parties of the business or its clients; while ensuring all compliance aspects, both statutory and those determined by clients are met.

All sensitive or important information must be discussed with the Director(s) or the relevant manager prior to communication with external parties.

All communications with external parties will be documented as soon as possible and confirmation of minutes sent to the relevant stakeholders. All documentation must comply with corporate image requirements.

All records of important or relevant communications with external parties must be referenced and maintained as required.