**Purpose**

The procedure followed to ensure that all communications and consultations with staff are properly managed and completed accordingly.

It also ensures that any interested party interested in our Management System is informed appropriately

**Incoming Communications**

Any incoming communication considered useful in improving our Management System, i.e., the use of new materials, substances, plant and machinery; will be communicated and dealt with by our management representatives and records will be maintained.

If considered appropriate we shall assess this process accordingly, using a suitable risk assessment to ensure effective health and safety management, or by the completion of the environmental aspect assessment to ensure consideration is given to its associated impact on the environment.

**Internal Communications and Consultation with employees**

It is the responsibility of our managers and supervisors to arrange as necessary, for our staff, employees and any sub-contractors as necessary to be informed of our;

* ongoing system performance,
* any items of special interest,
* specific achievements
* any problems that have been encountered with the Management System.

This is done so through the use of memos, staff meetings, notices and through tool box talks translated into differing languages where required. Where tool box talks are held; a record of the talk will be maintained.

A1 Group will ensure that employees are consulted on all matters required e.g. new equipment, technology, PPE etc. and this is done using the following methods;

* Signs and notices throughout the workplace
* Emails and bulletins issued to staff e.g. accident investigation results, annual policy issue etc.
* The use of our ‘Back office’
* Toolbox Talks (e.g. where identified as required)
* Completion of site weekly walkarounds; where any feedback taken is recorded.
* The use of our H&S meetings with minutes of these communicated to staff.

Our employees are also encouraged to share any concerns or raise any H&S queries to their direct line manager and actions will be taken as appropriate.

External Communication

Any form of external communication received, e.g. phone calls from those interested in our management system, or information etc. from external interested parties will be directed straight to the Management team and records will be maintained.

We shall, if required to do so by an interested party, communicate our significant environmental aspects or any other system related documents.

Other pertinent information such as our policies and the relevant procedures shall also be communicated to interested parties such as sub-contractors and visitors as necessary.

Contact information is also maintained accordingly that will enable the Company to contact appropriate regulatory/emergency bodies in the event of an accident, spill or emission, liable to have a significant effect on the environment or to cause an illness or injury.