Communication, Consultation and Participation

1 INTENT

To ensure effective, transparent and open communication and consultation is maintained with stakeholders associated with all facilities and their activities, and that stakeholders are encouraged to participate and contribute to Health, Safety and Loss Prevention (HSLP) performance improvement initiatives.

2 PERFORMANCE REQUIREMENTS

Engagement with Personnel

All facilities shall have processes in place that provide personnel the opportunity for participation and feedback. This shall include:

- Leadership and departmental meetings
- Working groups and routine safety meetings with personnel to address HSLP matters
- Health & Safety Committees (structure shall meet regulatory requirements)
- Workplace inspections, hazard reporting, and behavior observations
- Risk assessments for work areas and the development and implementation of controls
- Accident/incident investigations
- Consultative processes where there are changes that could affect workplace HSLP
- Education, training and review of standards, procedures, equipment selection and use

Planning for Internal Communication of Significant Changes or Impacts

For significant changes or impacts to the facilities identified through risk assessments, or modifications to roles, responsibilities, authorities, procedures or behavioral expectations, the operation or facility shall develop and implement a process to:

- Identify and then engage with personnel that may be directly impacted by the change or activity before the activity is undertaken
- Identify relevant personnel who need to be involved in the pre-planning or implementation process
Internal Communication

Processes for communicating information between levels within the organization shall be consistent with the organization’s management operating systems.

All facilities shall communicate with relevant personnel to ensure awareness of the following information:

- Values and Policies
- HSLP roles and responsibilities
- HSLP legal requirements and other commitments
- Statistical data and trends for accident/incident occurrences and corrective actions
- Emergency preparedness
- Significant risks
- Objectives and targets
- Relevant Standard Operating Procedures

External Stakeholder Identification and Pro-active Engagement

All facilities shall have systems in place to identify external stakeholders and adopt proactive engagement strategies. This shall include:

- Emergency services
- Healthcare providers
- Legal counsel
- Federal, state and local governing bodies
- Industry trade groups, chambers and committees

Records of Documentation Relating to External Stakeholder Engagement

All facilities shall document their stakeholder engagement processes incorporating the following:

- Stakeholder mapping and engagement plans approved by the Leadership Team(s)
- Risk assessment outcomes and controls
- Records of stakeholder engagements maintained and available
Internal and External Reporting

All facilities shall have a formal process for internal reporting of performance against the following:

- Objectives, targets, and Continuous Improvement Plans
- Significant risks and opportunities
- Accident/incident investigation findings and lessons learned

All facilities shall have a formal process for external reporting against the following:

- Corporate reports and brochures
- Statutory reports
- Industry trade groups, chambers and committees.

Documentation

Records of internal/external stakeholder engagement shall be maintained as per approved Record Documentation and Management protocols.

Monitoring and Review

All facilities shall establish a process to ensure that communications and consultation activities are monitored and reviewed at least annually to ensure their effectiveness and to provide the opportunity for feedback.