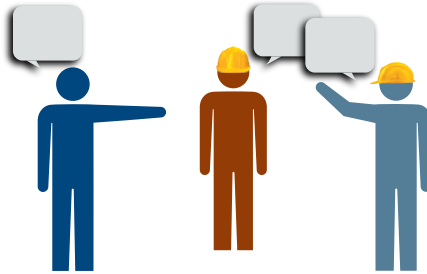




Collaboration and Communication



Effective communication is a key factor in safety and health management. Achieving the 0:50:5 goals will not be possible without it. One of the most important forms of communication is collaboration involving managers, miners, other workers and stakeholders in the safety decision-making and problem solving process.

Whether discussing standard operating procedures, how to minimize risk in a non-routine task, reinforcing safety behavior among two co-workers or participating in a safety meeting, communication is critical and should be included in the safety and health management process accordingly.

Collaboration and Communication is the process of:

- Fostering effective two-way communication and involvement among all employees in safety and health decision making and problem solving.
- Ensuring that all relevant safety and health information is shared through open, transparent and frequent communications.

How it works

Engaging Proper Collaboration and Communication

Two-way communication increases involvement and participation in the safety and health management processes. The goal is to have the highest percentage of any operations workforce involved in the safety and health management processes. Decision making and problem solving for safety and health should not be the exclusive right or responsibility of management.

Consultation within the workforce is one of the best ways to promote feedback regarding safety and health activities and to gain buy-in. All company employees, regardless of their title or function, should be involved in safety and health management by carrying out their designated responsibilities.

MODULE



In all cases, communication should be open, transparent, mutual and as frequent as possible. Leaders should seek out every opportunity to communicate their vision and personal commitment to safety and health, as well as the appropriate way to work to achieve the 0:50:5 goals.

Flow of the Process

For a successful SHMS there must be a process to communicate the company's health and safety management system to all employees and stakeholders including a consultation method that incorporates input from employees and other important stakeholders on the development, communication and implementation of the **CORE**Safety initiative with emphasis given to improving risk management and job safety performance.

- Develop an ongoing communication process so all employees, contractors, and other stakeholders receive critical safety and health information and can provide feedback when desired
- Actively manage the visual component of the communication process (signs, posters, instructions, etc.) to ensure effectiveness and message freshness
- Develop a process to address safety and health suggestions, concerns, and complaints in a manner that protects the source from discrimination
- Consult employees regarding implementation and improvement of the SHMS. Involve them in safety and health problem solving and management to the greatest extent practical
- Develop an ongoing process to optimize the percentage of employees involved in proactive management activities that drive safety and health performance improvement
- Establish safety and health committees or teams at all appropriate levels. The team should have management and worker representatives, be trained and focus on personal involvement.
- Develop a repository for safety and health management data and other information to use for analysis and internal communication.

Workbook Materials For Module 8

Effective communication is a key factor in safety and health management. Achieving the 0:50:5 goals will not be possible without it. One of the most important forms of communication is collaboration involving managers, miners, other workers and stakeholders in the safety decision-making and problem solving process.

Whether discussing standard operating procedures, how to minimize risk in a non-routine task, reinforcing safety behavior among two co-workers or participating in a safety meeting, communication is critical and should be included in the safety and health management process accordingly.

Communication Process

Develop an ongoing communication process so all employees, contractors, and other stakeholder receive critical safety and health information and can provide feedback when desired

Responsible Persons:

Team Leader:	_____	_____
Members:	_____	_____
	_____	_____
	_____	_____

MODULE



Safety & Health Information to Communicate:

Example: accident reports, incident investigations, S&H performance metrics, plan & policy changes, fatal grams, lessons learned, risk complete for each topic

Groups(s) to Receive:

Method to Deliver:

Frequency of Communication:

Method to Receive and Record Feedback:

Responsible Review Guideline:

Plan to Follow Up and Report Findings:

MODULE



Visual Components

Actively manage the visual component of the communication process (signs, posters, instructions, etc.) to ensure effectiveness and message freshness

Responsible Persons:

Team Leader: _____

Members: _____

Safety Topic:

Visual Type (example: sign, poster, plan, notice, etc.)

Locations to Post:

Display Schedule/Replacement Date:

MODULE



Safety & Health Comments and Complaints

Develop a process to address safety and health suggestions, concerns, and complaints in a manner that protects the source from discrimination

Responsible Persons:

Team Leader: _____

Members: _____

Type: Suggestion: _____ Concern _____ Complaint _____

Reporting Method: (example: Suggestion Box, Web Site, Phone Message)

Review Committee:

Response Method:

Response Timing:

MODULE



Safety and Health Committees and Teams

Safety teams are a platform for employees and management to work together to prevent accidents by addressing employees' concerns about health and safety, carrying out inspections and solving safety and health problems which occur in the field.

Establish safety and health committees or teams at all appropriate levels. The team should have management and worker representatives, who are appropriately trained and focus on personal involvement.

Develop an ongoing process to optimize the percentage of employees involved in proactive management activities that drive safety and health performance improvement.

Consult employees regarding implementation and improvement of the SHMS. Involve them in safety and health problem solving and management to the greatest extent practical.

Committee/Team: _____

Work Area: _____

Subject Coverage: _____

Examples: Selection of PPE, Developing safety procedures and rules, Management of change process, Internal Audits and Assessments, Review of the H&S management system, Accident Investigation, Training programs, Planned workplace and facility inspections, Developing safety meeting subjects/materials, Reviewing and making recommendations for new processes and acquisition of new equipment, Contractor consultation

Team Members:	Management	Hourly Workforce
_____	_____	_____
_____	_____	_____
_____	_____	_____

Team Responsibilities: _____

Collaboration and Communication

MODULE



Workforce Participation: _____

Procedures/Guidelines:

Meeting Schedule/Date: _____

Meeting Topic: _____

Meeting Agenda: _____

Team Members:	Management	Hourly Workforce
_____	_____	_____
_____	_____	_____
_____	_____	_____

Report of Findings/Results

Method: _____

Schedule: _____

Responsible for Action Items: _____

Follow Up Schedule: _____

Refer to CORESafety Module 8 Resources; STANDARD OPERATING PROCEDURES, Safety Team, Representatives and Employee Involvement