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.
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 CORESafety 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

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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: _______________________   ________________________

________________________________   ________________________

________________________________   ________________________

________________________________   ________________________
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:
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:
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
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:
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________

Collaboration and Communication
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
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