

# COMMUNICATION AND CONSULTATION PROCEDURE

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## QHSE PROCEDURE

Viking Industrial

Approval and revision status

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*Areas affected by recent revision are recorded in the above table*

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## 1 Purpose

The purpose of this procedure is to detail Viking Industrial's requirements for consultative arrangements that will ensure the process for effective communication, representation and issue resolution are maintained at both the organisational, workshop and project level.

## 2 Responsibilities

The Chief Operations Officer, HSE Manager, Project Manager, Contractor Site Manager, Project Safety Advisor, Health and Safety Representatives are responsible for this procedure.

## 3 Policy

Viking Industrial acknowledges that employee communication and participation in safety and environmental management systems is crucial and improves the effectiveness and implementation of these systems.

Regular consultation is an essential component in the development of risk assessments and work practices. Our employees shall be actively involved in the Safety and Health Management System.

Suggestions for improvements or amendments to policies, procedures or safe work practices are fostered, through encouragement and regular communication and consultation.

Regular forums to consult with and inform employees on safety and environmental issues shall be conducted. The forums will include employees and subcontractors.

Communication and consultation will involve the below methods and forums

- Toolbox and Pre-Start meetings
- Information provided by Safety Coordinator or Industry Representatives
- Safety meetings
- Minutes of meetings
- Safety alerts and notices
- Inductions and training
- Verbal contact

Employees and Sub-Contractors are encouraged to contribute to the continual improvement and development of the Viking Industrial occupational health and safety management systems.

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Viking Industrial has a commitment to continuous improvement and foster positive change and development of occupational health and safety systems.

## 4 Consultative Structure

### 4.1 Requirement

The consultative structure will review organisational and project QHSE issues, feedback, initiatives and QHSE related performance and will ensure the effective representation of the interests of all personnel.

The organisation will establish and support forums and processes for management and employees to formally review QHSE performance and consider initiatives for the improvement of overall QHSE at a project and organisational level.

### 4.2 Health and Safety Representatives

According to the Work Health and Safety Act 2011, a Health and Safety Representative is an employee who has been elected by employees of Viking Industrial to represent them, providing a way for their views and concerns about health and safety to be heard by Viking Industrial. If no employee wishes to take on the role, Viking Industrial will appoint a suitable person and provide necessary training if required.

The consultation must include that person by undertaking the following:

- Providing the HSR with all relevant information about Health & Safety that Viking Industrial provides, or intends to provide to employees and or sub-contractors,
- Providing information to the HSR in a reasonable time before providing the information to the employees, unless it is not reasonably practicable to do so,
- Inviting the HSR to meet about Health & Safety matters requiring consultation, or agree to meet at their request,
- Giving the HSR a reasonable opportunity to express their views about the matter, and
- Taking into account the HSR's view about the matter.

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## 5 Workplace Issue Resolution

### 5.1 Requirement

Every worksite will establish specific arrangements for the resolution of QHSE issues or concerns regarding unsafe work conditions that are raised by employees where there is an initial disagreement as to the safe continuation of the work.

### 5.2 Application

These arrangements will mirror the typical organisation management hierarchy at that site and will be structured as follows:

- If the issue involves an immediate threat to the health & safety of a person or workgroup, environmental harm and effective controls cannot be readily implemented then the work shall cease, and the affected persons shall move to another work area and the HSR and immediate supervisor or supervising engineer informed;
- Those who have raised the concern shall discuss their concerns directly with the supervisor or supervising engineer, if a mutually acceptable solution cannot be agreed then the Project Safety Advisor shall be notified to attend the work area;
- The Project Safety Advisor shall provide advice as to how the hazard or issue can be controlled and what course of action is required, this may require a risk assessment to be completed and reviewed for acceptance by those affected;
- If a mutually acceptable cannot be agreed then a Unplanned Occurrence Report will be raised, and the issue brought to the attention of the Chief Operations Officer or Project/Construction Manager to approve alternative corrective actions, re-scheduling or re-structuring of the work;
- If those involved remain concerned as to their ongoing environmental harm, health & safety or the effectiveness of the controls that have been proposed then the Project Safety Advisor shall raise the matter directly with the local workplace health and safety inspector's office to seek clarification and advice;
- Feedback from the inspector, or the outcome from a site visit shall be documented in a Unplanned Occurrence Report Register, communicated to all employees and the work shall proceed on the basis of implementing the controls or actions as per the advice received from the inspector.

The Workplace Hazard & Action Register shall be updated to reflect the changed conditions and additional controls.

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## 6 Workplace Consultation

### 6.1 Requirement

Every worksite, including head office and individual projects, will make arrangements for employee consultation in the workplace. Primarily this will include:

- Daily Pre-Start Meetings, held in the workplace.
- Toolbox Meetings, held in the workplace on a weekly basis at a project site and monthly at head office or other administrative areas;
- A hazard reporting process, that can be readily completed by employees; and
- Employee involvement and representation during workplace inspections.

### 6.2 Application

All personnel present on site at the time, including management and supervision, shall attend the Daily-Pre-Start and Weekly Toolbox Meetings.

The names of attendees, subject content and any issues or concerns raised shall be documented and responsibility for further action agreed using Minutes of Toolbox Meeting.

Completed reports generated through this process shall be passed to the immediate supervisor for their comment and action as appropriate. Frequency and trends of hazard reports received shall be collated by the Safety Advisor, the required corrective action tracked to closure, and the status referenced within monthly reporting protocols at a site level as part of formal reporting to the HSE Manager.

Periodic workplace inspections shall include employee representation and involvement.

## 7 Provision of Information

### 7.1 Requirement

Every worksite, including head office and individual projects, will make arrangements for the provision of relevant HSE information to employees, visitors and subcontractors.

Information shall be actively communicated through the structure of consultative processes and made readily available to employees in hard copy on Safety Notice Boards and such as project safety bulletins, reports and email distribution of key events and actions to line management and supervision.

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## 7.2 Application

Each workplace and project shall erect a dedicated Health and Safety Notice Board(s) in common areas that are accessed by all employees.

Posted on the board will be relevant information of general interest and for referral by employees, contractors and visitors. Typically, the information that should or could be supplied is as follows:

- Minutes of Toolbox and Safety Committee Meetings previously held;
- Status of Corrective Actions – open and closed;
- Audit reports;
- Hazard reports received that have been actioned or are still in progress;
- Industry Safety Bulletins;
- Reports and feedback from HSR visits;
- Communications from the workplace health and safety inspector’s office;
- Names, contact numbers and identity of the Workplace Health and Safety Officer and Rehabilitation Coordinator (if appointed);
- Names, contact numbers and identity of HSR and for which area they are responsible;
- Names, contact numbers and identity of qualified First Aiders;
- Emergency contact numbers and reporting protocols;

Where practical, documents should indicate the date of posting and the date to be removed. Where allowed a Safety Performance board shall be erected at the entrance to a given site or project workplace. The board shall be periodically updated (at least weekly or in the event of a key parameter changing) and shall include:

- Lost Time Injuries: number for the month and total number and frequency to date;
- Medical Treatment Injuries: number for the month and total number and frequency to date;
- First Aid Treatments: number for the month and total number and frequency to date;
- All Injury Frequency Rate to date;
- Number of Hazards reported and closed that month;
- Positive Performance Indicator statistics.

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## 8 Related Documents

The following documentation is referenced in this procedure:

Audits

Hazard Identification and Control

HSE Inspection

Minutes of Toolbox Meeting

Hazard Card

Workplace Hazard & Action Register

Unplanned Occurrence Report

Unplanned Occurrence Report Register

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