

Document #	POL_02
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## Purpose

The purpose of this policy is to define the processes in which employees are consulted and receive communication regarding:

- relevant health and safety issues
- customer and quality requirements
- resources requirements including personnel
- role and responsibilities including training and competency requirements
- major changes in the workplace which could have the potential to impact employees
- approval /amendments of schedules
- changes to the integrated management system

## Statement

Tytec Logistics is committed to continually improving channels of communication and consultation and providing opportunities for feedback through a range of verbal and non-verbal mediums, including:

### Internal

- Company supplied mobile phone to report delays, faults and fitness for work
- Inductions of employees and sub contractors
- Quarterly senior management meetings
- Toolbox meetings and training sessions
- Updates on email, Sharepoint and the company website
- Policy and procedure manuals
- Annual Performance Review meetings
- Notices and Alerts advising of operational changes, HSEQ information and other important matters available on Sharepoint and reviewed during Toolbox Meetings
- Reporting of hazards, incidents, accidents and near misses

### External

- Advising customers via email or through emailed brochures of new services and major changes affecting business
- Customer feedback received at KPI meetings at pre determined intervals or at completion of contracts
- Annual customer feedback surveys

## Responsibilities

Senior Management is responsible for the implementation of this policy.

Managers are responsible for:

- providing adequate resources to establish, implement, maintain and continually improve the methods of internal communications within Tytec Logistics
- ensuring all employees have access to internal communications regardless of location

Employees are responsible for:

- reviewing Notices, Alerts, meeting minutes and all other important announcements
- participating productively and positively at meetings and presenting suggestions, opinions and responses

Overall responsibility for policy implementation rests with Managers. However, all employees, regardless of their position, have an obligation to report any threats to their own and other employees' health and safety and to cooperate in implementing policies which seek to promote health and safety.



**Paul Walker**  
Managing Director