Procedure

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Document Title	**Communication Procedure**
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Approved By	Brendan McKenna
Position	Director
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Purpose

Brendan McKenna Earthmoving is committed to ensuring effective communication throughout the organisation to support safe work practices, environmental protection, legal compliance and continual improvement.

This procedure establishes the requirements for communicating relevant information within Brendan McKenna Earthmoving's Integrated Management System (IMS) and supports compliance with the Work Health and Safety Act 2011 (Qld), Work Health and Safety Regulation 2011 (Qld) and other applicable legal and client requirements.

Scope

This procedure applies to all internal and external communication associated with Brendan McKenna Earthmoving's Integrated Management System (IMS).

This includes communication relating to:

- Work Health and Safety
- Environmental Management
- Operational activities
- Quality requirements
- Legal and compliance obligations
- Emergency management
- Consultation with workers and other interested parties

Responsibilities

Role	Responsibilities
Managing Director	Ensure effective communication systems are established and provide adequate resources to support communication throughout the business.
Operations Manager	Coordinate operational communications, maintain communication records and ensure important information is communicated to relevant personnel.
Administrative Manager	Coordinates administrative communications, maintains relevant communication records, and communicates with clients, contractors, suppliers and regulators on administrative matters. Ensures formal company responses are approved by the Managing Director before issue.
Health & Safety Representative (HSR)	Participate in worker consultation, communicate health and safety matters and assist with communicating improvement opportunities.
Supervisors	Conduct toolbox talks, pre-start meetings and communicate site-specific information to workers and contractors.
Employees / Contractors	Participate in communication activities, follow communicated requirements and report hazards, incidents and improvement opportunities.

Procedure

Brendan McKenna Earthmoving shall ensure relevant information is communicated effectively to workers, contractors, clients and other interested parties to support safe, compliant and efficient operations.

1. Plan and Coordinate Communication

Communication requirements shall be identified and planned to ensure relevant information is provided to the appropriate people at the appropriate time.

This shall include:

- Determining what information is to be communicated.
- Identifying who requires the information.
- Selecting appropriate communication methods.
- Establishing communication timeframes.
- Maintaining confidentiality where required.

2. Communicate Operational Information

Operational information shall be communicated before work commences and whenever significant changes occur.

This shall include:

- Toolbox talks.
- Pre-start meetings.
- Site inductions.
- Supervisor instructions.
- Distribution of SWMS, procedures, risk assessments and emergency information.
- Direct discussions, telephone calls, text messages and emails.
- Access to approved company documents through the MCK Group App.
- Safety alerts and lessons learned from incidents and audits.

3. Communicate External Information

External communication shall be managed in accordance with company requirements.

This shall include:

- Communication with clients and Principal Contractors.
- Regulatory notifications where required.
- Communication with suppliers and subcontractors.
- Community or stakeholder communication where applicable.
- Communication relating to environmental or emergency incidents.

The Managing Director, Administrative Manager and the Operations Manager communicate with clients, contractors, suppliers and regulators within their areas of responsibility. Formal company responses are approved by the Managing Director.

4. Consult and Report

Workers shall be encouraged to participate in consultation and communicate workplace concerns. Consultation involves sharing relevant information, giving affected workers an opportunity to contribute before decisions are made, considering their views and communicating outcomes. The HSR is involved in consultation on WHS matters affecting the represented work group.

This shall include:

- Participating in risk assessments and workplace consultation.
- Providing feedback during toolbox talks and safety meetings.
- Reporting hazards, incidents, near misses and improvement opportunities through approved company reporting processes.
- Communicating changes affecting health, safety, environmental or operational performance.

5. Maintain Communication Records and Review Effectiveness

Communication activities shall be recorded where required and periodically reviewed to ensure ongoing effectiveness.

This shall include:

- Maintaining toolbox talk records.

- Maintaining induction and training records.
- Recording significant WHS consultation, agreed actions and outcomes.
- Reviewing communication effectiveness during Management Review.
- Implementing improvements where communication deficiencies are identified.

Records

The following records may be retained where relevant to communication activities.

Record	Responsibility	Retention Location
Toolbox Talk Records	Supervisors	Office Computer
Pre-Start Records	Supervisors	Office Computer
Employee Induction	Operations Manager	Office Computer / Hardcopy Employee File
Subcontractor & Visitor Induction	HSR	Company Email
WHS Consultation Records	Operations Manager	Office Computer / relevant text messages on work phone / emails
Corrective Actions	Operations Manager	Incident / NCR / Corrective Action Register

Related Information

- IMS-PR-001 Document Control Procedure
- IMS-PR-002 Internal Audit & Inspection Procedure
- IMS-MP-001 Emergency Management Plan
- Training & Competency Register
- Inspection & Audit Register
- IMS Action Plan
- Incident / NCR / Corrective Action Register
- MCK Group App
- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Regulation 2011 (Qld)

Review and Revision

This procedure shall be reviewed every two years or earlier following legislative changes, organisational changes, incidents, audit findings or identified improvement opportunities.