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# Communication, participation and consultation

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## 1 PURPOSE AND SCOPE OF APPLICATION

The purpose of this document is to establish, implement and maintain a process for Communication, Participation, and Consultation within the framework of QHSE Management System and HSE Aspects/Hazards.

This procedure is applicable to the process of Internal and External Communication and Consultation with the interested parties for all Activities, Processes, Products and Services of the TREVI Division interested by its QHSE Management System.

## 2 DEFINITIONS AND ACRONYMS

### 2.1 DEFINITIONS

<b>Communication</b>	process of meaningful interaction among persons of an organization and external interested parties.
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### 2.2 ACRONYMS

<b>QHSE</b>	Quality, Health, Safety and Environment
<b>QHSE-MS</b>	QHSE Management System
<b>MoM</b>	Minutes of Meeting
<b>TBT</b>	Toolbox Talks
<b>HR</b>	Human Resources
<b>PM / PD</b>	Project Manager / Project Director

## 3 NORMATIVE REFERENCES

ISO 9001:2015	Quality management systems - Requirements
ISO 45001:2018	Occupational Health and Safety management system
ISO 14001:2015	Environmental management systems

## 4 RESPONSIBILITY

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As defined in the tables in section 5.

## 5 COMMUNICATION PROCESS

Communication with Internal and External interested parties shall ensure that:

- Internal functions at various levels are aware of the QHSE-MS including the Significant Aspects/Hazards/Risks in their working area;
- Communication from Interested Parties is received, documented and responded to;
- Processes for Communication with External Interested Parties on Significant QHSE issues are considered.

All decisions made regarding QHSE issues raised by any of the Interested Parties shall be submitted to the QHSE Dept.

The following table shows the various methods through which Internal and External Communication is established and the responsibility for the same.

### 5.1 INTERNAL COMMUNICATION

S/N	Communication Topic	Personnel To Be Notified	Function in charge of Communication	Mode Of Communication
1.	Awareness QHSE-MS	All Employees	QHSE Manager & HR Dept.	Notice Board & Training Programme
2.	QHSE Policy	All Employees	QHSE Manager, Dept. Head	Poster, Boards, Intranet, Awareness training
3.	Role & Responsibility	Concerned Employees	Line Manager & HR	Work Instruction, Procedures, Job Descriptions, Proxies
4.	Objectives And Targets	All workers	Line Manager	Group Discussion, Management Review Meeting, Posters
5.	QHSE Issues	Concerned Div. Heads, Workers	QHSE Manager	E-mails, MoM, Presentation, Newsletters



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6.	Project QHSE Issues	Project Team, Workers	Project QHSE Manager	E-mails, MoM, Presentation, TBT, Posters
7.	Legal and other regulatory requirements	Concerned Employees	Legal Team, QHSE Dept.	E-mails mentioning legal requirements, MoM.
8.	QHSE Performance review	Top Management / Leadership Team / Workers' representatives	QHSE Manager	Management Review Meeting, Leadership Team Meeting
9	QHSE observations	Line Manager QHSE Dept	Everyone	E-mail, Verbal communication

## 5.2 EXTERNAL COMMUNICATION

S/N	Interested Party	Communication Topic	Mode Of Communication	Function in charge. of Receiving, Recording and Communicating
1.	Customer	Any relevant Information as required by the Customer	Verbal communication, Letter, e-mails, MoM	PM/PD
2.	Local Community	Any HSE concerns raised	Verbal communication, Letter, e-mails	HR / QHSE
3.	Supplier, Contractors	Request for improving HSE Protection Any other issue raised Significant Impacts / Risks deriving from their operations	Letter/ e-mails	Procurement, PM/PD



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4.	Visitors	Request for improving Environmental Protection Any other Issue raised Significant Impacts / Risks deriving from their operations	Verbal communication/ Letter / Notice board/e-mails	Relevant Manager
5.	Media	Initiatives taken by Organization & Subsequent Development	Press-Release, Interviews, Presentation at Seminars/on Websites	Communication Manager
6.	Regulators (Govt. Authorities, Ministries)	Response to Show-Cause. Consents	Letter, E-mails	Relevant Manager supported by discipline leaders


QHSE Policy shall be sent to all suppliers in order to raise awareness about QHSE. Key suppliers shall be included in the QHSE Awareness training to make them aware of Significant Impacts/Risks deriving from their operations and of how to control them.

Internal Communication is effectively established among the various levels of the Organisation (i.e., Top-down, Bottom-up and Horizontal communication channels) and is shared by department heads with their employees who may express concerns/suggestions. This can be done directly addressing the QHSE Dept., the Line Manager or Workers' representatives (if any).

The QHSE Policy is available at the main entrance to be read by all staff.

### 5.3 STOP WORK COMMUNICATION

**It's everyone's responsibility to communicate unsafe acts or conditions that can lead to an incident at the workplace. Everyone can stop the work in case of serious hazard and request the intervention of Supervisors or Line Managers.**

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## 6 PARTICIPATION AND CONSULTATION

### 6.1 PARTICIPATION

Workers, also through their representatives, are involved in the Aspect and Impact analysis, hazard risk identification & risk assessment and in the identification of all necessary control measures. Moreover, employees are involved in the development of HSE objectives. During the risk assessment & determination of control measures, due consideration is given to identify HSE objectives. Workers are involved in the incident investigation and details of investigations are recorded in the incident register.

### 6.2 CONSULTATION ON HEALTH AND SAFETY MATTERS

The HSE Manager conducts periodic safety committee meetings with Workers' Representatives and Top Management. The agenda for said meetings includes:

- Development and review of systems to manage occupational health and safety risks.
- Any change that affects occupational safety and health.
- Any other health and safety matter.

Additional meeting input includes feedback on concerns raised by interested parties. Decisions and further actions are recorded by HSE and sent to the personnel in charge for action.