

COMMUNICATION AND CONSULTATION

1 General Standards

In order to communicate the Galliford Try Health Safety and Environment Standards the Company has produced written documents including Policies, Standards, Best Practice Guidance, Forms and Information Sheets that are either issued to individuals directly, or uploaded on to the Galliford Try Intranet as reference materials. Other health, safety and environmental matters should be communicated via inductions, training, workshops, newsletters, safety alerts or posted to workplace notice boards.

The methods for communication and consultation should be specific to a workplace and meet the individual workplace needs. At the start of each new project the methods most suitable for communication should be clearly agreed and recorded on [HS&E-FRM-C03-05](#).

Where persons are present in the workplace who have language or literacy problems, additional controls will be required to be introduced i.e. an interpreter available to translate any health, safety or environmental rules, instructions or a person to read out any written information that the employee should be aware of.

Business Unit's are responsible for ensuring a suitable and effective system of document control and distribution is in place to ensure that the HS&E Management System is forwarded on in a sufficient and useable format to their employees in a timely manner.

The Group HS&E Department will ensure that the Galliford Try HS&E Intranet Section is kept up to date with the current HS&E Management System.

1.2 Communication with Senior Management

Health, safety and environment matters are discussed through all levels and functions within the Company. This includes Chief Executive, Executive Board, Health, Safety and Environment Director, Divisional Board Members and Managing Directors of individual Business Units as well as operation management teams and the Health, Safety and Environment Advisors.

1.3 Communications with Employees

The Business Unit should formally communicate any person's specific health and safety responsibilities in line with their job role via their job description or letters of appointment ([HS&E-FRM-C01-06](#)) should be adapted for each role as necessary, i.e. each new project, and their appointment approved by a senior manager of the Business Unit.

Each Business Unit should set up appropriate forums to deliver health, safety and environment workplace information and to enable consultation with employees as necessary.

Each employee will have an annual performance review with their Line Manager where their individual health, safety and environmental performance should be discussed.

Employees are actively encouraged to provide feedback in regards to health, safety and environment issued by using the feedback feature on the Galliford Try Intranet or by completing a feedback form ([HS&E-FRM-C03-03](#)). Additionally, feedback can be made via e-mail or the HS&E intranet.

1.4 Communication with Health, Safety and Environment Department

Business Unit's should ensure that the Health, Safety and Environment Department are included as necessary in design and tender stages of a project and should communicate the dates of meetings etc that they need to attend with designers, clients, CDM co-ordinators etc.

Business Units should advise the Health, Safety and Environment Department of contract awards and of the times of pre-start meetings.

Business Unit / managers / employees should contact their local HS&E Advisor for support and information as necessary; local HS&E Advisors should be the first line of contact for all incidents and enforcement enquiries.

1.5 Communication with Industry

Members of the Health, Safety and Environment Department should represent Galliford Try within various external forums, e.g. UKCG, CCEF, FPS, HBF, so as to influence the strategic direction of new health, safety and environment related initiatives, as well as being able to keep abreast of changes to existing industry health, safety and environmental requirements.

Through industry forums lessons learnt, best practice and continual improvement will be identified and communicated.

1.6 Communication with Site Regulators

Proactive communication with the Health and Safety Executive and other regulatory bodies is encouraged wherever possible. Where projects are contacted / visited by any regulatory body they should complete [HS&E-FRM-C03-04](#) to record the communication and the reason for the communication. Copies of these forms should be sent to the local Business Unit, the local HS&E Advisor and the Group HS&E Department. Where any concerns or actions have been identified, the operations management team should contact, by telephone, their local HS&E Advisor and Business Unit as soon as possible so that any concerns can be monitored.

Where any correspondence is received direct to Business Units from a site regulator requesting a response the Regional HS&E Manager and subsequently the HS&E Director should be advised by telephone and support will be provided in the response.

If a Prohibition, Improvement or Works Notice is received from a regulatory body the Business Unit Management and local HS&E Advisor should be contacted immediately by telephone. An investigation into the findings will be launched with a member of the Senior Management team and the Regional HS&E Manager as a minimum. In all occasions the Group HS&E Director shall be advised and he will liaise with the relevant Divisional Manager and Group Executive and the Health and Safety Executive as necessary.

Corrective actions should be implemented within 10 days of the complaint; preventive actions identified and HS&E Systems amended if deemed necessary. Any improvements will be brought to the attention of all relevant businesses to ensure a recurrence is unlikely to occur.

1.7 Complaints

If a health, safety or environmental* complaint is received from a third party or regulatory body, the recipient of the complaint should record the nature and details of the complaint on the relevant HS&E Form, as well as communicating the nature and details of the complaint to senior management, local HS&E Advisor and the HS&E Department at the earliest opportunity ([HS&E-FRM-C03-04](#) / *[HS&E-FRM-A01-02](#)).

All complaints should be responded to by an appropriate member of the Business Unit Management Team within 2 days; where complaints are via an enforcement body or client no responses should be made without authorisation from the Business Unit Management team.

All correspondence to the Health and Safety Executive; Environmental Agency / SEPA or the EHO should be reviewed by the HS&E Director and Business Unit Managing Director.

The reasons for complaint should be investigated and corrective / preventive actions taken. Where necessary these should be communicated throughout the Business Unit and Group and the HS&E Management System improved as necessary.

Where the site regulator has requested information from the site following a complaint or visit the Business Unit Management / local HS&E Advisor should be contacted immediately.

2 Planning Design and Tender

The Company Health, Safety and Environment Standards should be provided to design and tender teams to ensure that they are aware of legislative and Company requirements in respect of planning and communication of health, safety and environmental considerations.

Design and tender teams should consult with health, safety and environment professionals during design and bid management.

3 Planning of Site Activities

During the preparation of the Health and Safety Plan, the operations management team should identify the methodology to be used for effective communication and consultation. The site should communicate the selected methods in the site induction and on the site notice boards on the appropriate form ([HS&E-FRM-C03-05](#)).

The type and frequency of meetings should also be identified at the planning stage and contractors and health, safety and environment professionals advised.

Documentation containing site specific health, safety and environmental risks should be forwarded to contractors and suppliers before they commence work. In addition pre-start meetings should be held where specific site rules and requirements should be communicated to supervisors of the contractors.

Local residents and other affected parties should be contacted / notified as appropriate by the operations management team prior to the commencement of any construction work on a site, and thereafter kept updated as necessary throughout the project. Additionally, local residents and other affected parties should be contacted / notified in advance of any activities with the potential to cause significant disturbance e.g. piling.

Methods of communication may be through face to face communications, via letter drops ([HS&E-FRM-C03-06](#)) or via public forum meetings. Where health, safety and environmental concerns are raised or identified the operations management team should contact the Health, Safety and Environment Department for advice and support where necessary.

4 Contractors and Suppliers

Contractors should be advised of the health, safety and environmental standards, specific Galliford Try, Business Unit or Client's requirements that they should comply with when awarded the contract.

Contractors' and their employees will be advised of any health, safety or environment meetings and be invited / advised of the requirement to attend.

Where contractors employ persons whose first language is not English, it is their responsibility to provide a translator and to notify the operations management team. The operations management team should ensure that there are sufficient numbers of persons in each work area that can act as a translator. Where translators are not available, the work should be stopped until the conditions are met by the contractor.

Contractors are responsible for carrying out briefings on risk assessments, method statements / toolbox talks to their personnel; these should be recorded and records kept of all briefings. Galliford Try personnel should only brief contractor's employees as a last resort.

All instructions to contractor's employees, unless related to their immediate safety, should be relayed through the contractor's nominated supervisor.

5 Work Practice

All persons attending the workplace should receive a suitable induction before commencing work and should be advised of the specific health, safety and environmental controls in place, methods of communication with the operations management team and advised of the health, safety and environment feedback form. Records of operatives and visitors inductions ([HS&E-FRM-T03-02](#) & [T03-05](#)) and briefings ([HS&E-FRM-T03-01](#)) should be recorded and kept at the workplace. Any personal details should be kept in files that can only be accessed by authorised persons.

The operations management team should implement the workplace's agreed communication methodology and keep appropriate records of the communication as appropriate. Where daily meetings are agreed as part of the communication for the project they should be recorded. ([HS&E-FRM-C03-09](#))

The operations management team should be responsible for ensuring that the health, safety and environment meetings and frequencies are implemented and records of the meetings are kept.

Each day at the commencement of work in a site environment, the operations management team should ensure that the workforce has been provided with an update on the hazards in their workplace and of risks that may impact the work they are on site to undertake. Hazard notice boards should be updated / the First 10 Minute briefings ([HS&E-FRM-C03-02](#)) carried out as appropriate to the site's methods of communication.

The Health, Safety and Environmental Advisor should hold regular meetings with members of the operations management team during SSER's to discuss forward planning and consult on safe systems of work prior to the works commencing ([HS&E-FRM-M02-03](#))

All workplaces should operate as a minimum an "Open Door Policy" and respond positively to any health, safety or environmental matters reported to them.

Where health, safety or environment concerns are raised feedback should be provided in an appropriate manner e.g. face to face or on the notice board.

Where an incident occurs that may become a RIDDOR incident, or is a significant near miss, the operations management team should inform the project's Health, Safety and Environment Advisor by telephone. The Health, Safety and Environment Advisor should complete a Notification of Incident Report Form ([HS&E-FRM-C03-01](#)) as soon as they are made aware of an incident. This form should be forwarded to the Business Unit operations management and the Health, Safety and Environment Department at the earliest opportunity.

Where lessons are learnt from any incident or near miss, changes in legislation, organisation practices etc the Health, Safety and Environment Department will communicate the information at the earliest opportunity using the Health Safety and Environment Alert document. ([HS&E-FRM-C03-10](#))

All Business Units should operate a "whistle blowing" procedure using [HS&E-FRM-C03-07](#) and should close out any health, safety or environmental problems in the strictest confidence. The Health, Safety and Environment Department will provide the appropriate level of support to any matters raised.

6 Associated Document / Guidance

HS&E-FRM-A01-02	Environmental Incident Report (Complaint)
HS&E-FRM-C03-01	Notification of Incident Occurrence
HS&E-FRM-C03-02	First 10 Minutes
HS&E-FRM-C03-03	HS&E Feedback Form
HS&E-FRM-C03-04	Notification of Enforcement Authority Contact / External H&S Complaint
HS&E-FRM-C03-05	Effective Communications Notice
HS&E-FRM-C03-06	Resident Communication letter
HS&E-FRM-C03-07	Whistle Blowing Procedure
HS&E-FRM-C03-08	Daily Site Safety & Environmental Review
HS&E-FRM-C03-09	Site Safety Review Meeting
HS&E-FRM-C03-10	Health and Safety Alert
HS&E-FRM-C03-10(a)	Environment Alert
HS&E-FRM-C03-11	Safety Behaviour Discussion Record
HS&E-FRM-T03-01	Site Briefing Record
HS&E-FRM-T03-02	Site Induction Record
HS&E-FRM-T03-05	Visitors Induction Record

7 **Definitions**

Consultation: a two way communication, employers passing relevant health and safety information to their employees and, conversely, seeking and encouraging the opinions and view of employees where appropriate.

No Accident Behaviour (NAB) – is a suite of behavioural tools

Complaint – any matter raised by a third party as causing inconvenience or danger to persons or the environment as a result of our undertakings