

Procedure for Communication, Participation, and Consultation

1. Purpose, scope, and users

The purpose of this procedure is to define the process of internal and external communication regarding policy and effectiveness of the IMS (*Integrated Management System*) and enable persons doing work under Crystele Homes's control to contribute to continual improvement.

This procedure is applied to all processes of Crystele Homes within the scope of the IMS.

Users of this document are all employees of Crystele Homes inside the scope of the IMS.

2. Reference documents

- ISO 9001:2015, clause 7.4
- ISO 14001:2015, clauses 6.1.2; 7.4
- ISO 45001:2018, clauses 5.4 and 7.4
- Integrated Management System Manual
- List of Interested Parties, Legal and Other Requirements
- Quality Policy
- Environmental Policy
- OH&S Policy
- Procedure for Document and Record Control
- Procedure for Identification and Evaluation of Environmental Aspects
- Procedure for Risk Assessment and Hazard Identification
- Procedures for Preparedness and Emergency Response

3. Internal and external communication

Regardless of type of communication, information must be:

- Clear and adequately explained so that Crystele Homes can accurately express its effectiveness
- Traceable
- Comparable

3.1. Internal communication

Concerns associated with quality, environmental and occupational health and safety issues raised by Crystele Homes employees will be directed to the Construction Manager by the following: [IMS Team member, internal e-mail system, and periodic meetings;

- Sales Team Weekly
- Construction Team Weekly

- Snr Management Team (Director, Ops Manager, Construction manager, Office Manager, Sales manager, Estimator)
- Microsoft Teams – Department Teams & Company

Changes or additions to the quality, environmental and OH&S policies and procedures will be communicated to the affected employees of Crystele Homes by the Construction Manager through e-mail or through meetings.

Inquiries associated with quality, environmental and OH&S issues communicated by external parties should be forwarded to the Construction Manager, who will notify the top management and take appropriate actions.

The Construction Manager will ensure that relevant information is disseminated among the various levels and functions of Crystele Homes to ensure the effective communication of information relevant to the IMS. This will be done through monthly e-mail bulletins, newsletters, notice boards, and via the greening forum on the Intranet. Methods of internal communication include but are not limited to: regular management meetings, announcements via notice board, intranet, telephone, newsletters, and conversation with employees about their understanding of the Quality, Environmental and OH&S Policies and Objectives, and IMS effectiveness once a month.

3.2. External communication

External communication includes:

- Communication with subcontractors and other visitors via email
- Communication with external interested parties: Facebook, email

All external communications relating to Crystele Homes quality, environmental and OH&S performance must be referred to the Construction Manager, who is responsible for responding to all such external communications.

The Construction Manager is responsible for providing the external interested parties with the Quality Policy, Environmental Policy, OH&S Policy and other information relevant to the Integrated Management System as requested, in writing and or verbally.

In the event of an environmental or OH&S emergency or major environmental or OH&S incident, employees are to immediately contact the Construction Manager, who will notify appropriate authorities and follow the Procedures for Preparedness and Emergency Response.

Methods of external communication include but are not limited to: annual (or some other periodic) reports, web pages, email, conversation with local community and inclusion in events, open house days, telephone, and advertising through public media.

The Construction Manager must respond to external communications in free form and keep records of them in the Communication Report.

3.2.1. Communication with subcontractors and other visitors

The Construction Manager and Operations Manager is responsible for communication with subcontractors and other visitors to the workplace in accordance with the degree of identified OH&S hazards.

Communication methods used with subcontractors include, but are not limited to:

- Contract
- Meeting before execution of work regarding operational controls, changes that can influence the OH&S, legal and other requirements that can influence the method or level of communication, equipment control, incident investigation, possible consequences, and need for additional consultations
- Warning signs and safety barriers
- Evacuation plan and activities when alarm sounds
- Workplace access control
- Necessary personal protection equipment (e.g. helmet, goggles, etc.)

During consultation with subcontractors regarding changes that can affect occupational health and safety, Construction Manager must define:

- New hazards or hazards that may be caused by subcontractors
- New or changed controls
- Changes in equipment, materials, and processes
- Changed legislation
- Hazards that affect neighbours or are caused by neighbours

The Construction Manager is responsible to communicate the OH&S requirements of Crystele Homes to visitors.

3.3. Receiving, processing, and responding to external interested parties' announcements

The Construction Manager is responsible for identifying external interested parties and establishing communication with them. Communication with external parties includes delivering information, on the organization's initiative, before the event or situation to which it refers (proactive communication) and/or after an event that requires informing interested parties (reactive communication).

The Director decides what information will be communicated and to whom. This is done in accordance with legal and other requirements, and the information is documented in the Record of External Communication.

The Construction Manager is responsible for receiving and recording external announcements in the incoming mail box and delivers them to the Director. Depending on the content of the announcement, the Construction Manager prepares a response referring to receiving identification of the announcement to achieve traceability.

The Director approves the response to external interested parties' announcements. If the announcement represents a trade secret or other classified information, the Director decides on the method and content of the response.

External interested parties' announcements are handled according to the Procedure for Document and Record Control.

3.4. Communication to external interested parties

The Construction Manager or Operations Manager will communicate externally the information relevant to the IMS, according to compliance obligations, customer or interested parties complaints.

The communication regarding environment must contain the following:

- Targeted group (who is being announced)
- Information about significant environmental aspects
- Information sources (contact person or webpage)
- Proposal of strategy for improvement of IMS effectiveness
- Information about environmental incidents
- Financial information
- Information about organization IMS effectiveness

3.5. Participation and consultation with employees about IMS development

The Construction Manager is responsible for informing employees regarding their participation arrangements in the IMS, including who their IMS Management representative is. The Construction Manager must provide the necessary training, time and resources for effective consultations and participation, as well as clear, understandable and relevant OH&S information.

The Construction Manager must ensure consultation and participation of non-managerial workers in the following:

- Determining the needs and expectations of interested parties
- Establishing OH&S Policy
- Assigning organizational roles and responsibilities, as appropriate
- Determining how to meet legal and other requirements
- Establishing OH&S objectives and plans for achieving them
- Hazard identification and assessment of risks and opportunities
- Determining operational controls, monitoring and measuring
- Planning, establishing and implementing internal audit program
- Establishing a continual improvement process

The Construction Manager must consider obstacles to the participation of employees (e.g. language, education, persons with disabilities, etc.), confidentiality, and privacy.

4. Managing records kept on the basis of this document

Record name	Code	Storage			Responsibility
		Retention time	Location	Protection	

Employee Feedback Report	06.2	1 year	SharePoint	Only Construction Manager has the right to make entries into and changes to the incoming mail register.	Operations Manager
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Only the Director or Operations Manager can grant other employees access to the records.

5. Appendices

- Appendix 1 – Employee Feedback Report

6. Change history

Date	Version	Created by	Description of change
1/7/2021	0.1	S.Pauley	Document Creation
2/8/2021	1.0	S.Pauley	Document Approved