

## Consultation and Communication Policy

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### Our commitment

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Romann Logistics is committed to undertaking meaningful consultation that enables workers to contribute to decisions that impact their health and safety and to the regular communication of work health and safety (WHS) information to workers.

### How we will meet our commitment

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Consultation and communication with workers at all levels is essential to effectively manage work health and safety in the workplace. Consultation is a two-way process that involves sharing information with workers (or their representatives), providing the opportunity to express their views, taking the views into account and advising on the outcomes and decisions. Communication is a one-way process that involves sharing or displaying information.

Romann Logistics has a duty under the Work Health and Safety Laws to consult with workers on the decisions and issues that directly impact their health and safety and to provide any information, training, instruction or supervision necessary to protect all persons from risks to their health and safety.

Our objectives are to:

- use consultation and communication methods to help achieve a safe and healthy work environment and systems of work that are free from risks and hazards to workers
- use consultation to add value to the decision making process to create solutions that meet the needs of workers while also fulfilling our duty of care obligations
- consult with workers (or their representatives) in a meaningful way that values and considers their views, opinions and input
- consult with workers in the implementation and improvement of work health and safety throughout the organisation

- ensure all workers and other persons at our workplace are provided with the appropriate work health and safety information necessary for them to work safely without risk to their health

To this end, we have developed a work health and safety (WHS) management system consisting of a range of risk management based supporting policies, procedures and tools that help us to meet our WHS responsibilities for meaningful stakeholder consultation and communication.

All details of consultation and communication-related risks, control measures and implementation responsibilities are documented in the Risk Register.

Consultation arrangements will take place when:

- risks are identified
- risks are assessed or existing risk assessments are reviewed
- decisions are made on control measures
- monitoring procedures are introduced or altered
- decisions are made about the adequacy of facilities
- changes are proposed to the premises, systems of work or to plant or substances used for work
- decisions are made about consultation procedures

Common consultation arrangements include:

- the election of Health and Safety Representatives (HSRs) – formal arrangement
- the establishment of Health and Safety Committees (HSCs) – formal arrangement
- on-the-job discussions with a work group – informal arrangement
- staff meetings, toolbox talks, staff suggestion box, newsletters or surveys – informal arrangement

When selecting the method, timing and frequency of consultation arrangements (formal or informal), we consider the:

- issue being considered
- workers and how they may be affected
- ability for decision making
- provision of feedback

WHS communication will include (at a minimum):

- WHS policies, procedures, tools and templates
- potential or emerging WHS risks and appropriate controls relevant to the workplace
- other safety critical WHS information

Common communication methods include:

- staff meetings
- toolbox talks
- presentations
- e-mail
- website/company intranet
- video
- noticeboards
- newsletters
- signage
- fact sheets and brochures
- posters

## Scope

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This policy and supporting procedures apply to all workers and other persons at the workplace.

## Responsibilities

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Romann Logistics has identified the following roles within our organisation with responsibilities for consultation and communication, as:

- the employer/ person conducting a business or undertaking (PCBU)
- managers/supervisors
- workers
- other persons at the workplace
- Health and Safety Representatives (HSRs)
- Health and Safety Committees (HSCs)

A summary of the key responsibilities for each role are listed below.

### **Employer/PCBU Responsibilities**

*The Employer or PCBU can be a sole trader, the partners in a partnership, a company, an unincorporated association or a government department. In our organisation this responsibility is accepted by the Director(s)*

The Employer/PCBU must:

- consult with workers and take their views into account when:
  - identifying hazards and assessing risks arising from work
  - proposing changes that may affect the health and safety of workers
  - whenever specifically required to do so under particular regulations
  - when making decisions about:
    - ways to eliminate or minimise risks
    - the adequacy of facilities for workers' welfare at work
    - procedures for consulting with workers

- procedures for resolving WHS issues
- procedures for monitoring the health of workers or workplace conditions
- how to provide WHS information and training to workers
- establish and provide support for consultation and communication arrangements in the workplace
- establish and support the roles of health and safety representatives (HSRs) and health and safety committees (HSCs)
- consult with other duty holders and workers and their representatives on safety matters
- document and record consultation arrangements to demonstrate compliance with consultation obligations and contribute to the risk management process
- ensure all workers and other persons at our workplace are provided with the appropriate work health and safety information necessary for them to work safely without risk to their health

### **Manager/Supervisor Responsibilities**

*Managers and supervisors are workers who have an area of control within the workplace. In our organisation this responsibility is accepted by the National Operations Manager, National Business Development Manager and Key Account Manager.*

Managers and supervisors must:

- consult with workers (in their area of control) on issues that affect their health and safety in a timely and effective manner
- ensure sufficient resources are available (i.e. time, budget) for workers to take part in consultation arrangements
- ensure feedback on decisions and outcomes of consultation arrangements are communicated to the workers involved within a reasonable time
- resolve or appropriately escalate consultation-related issues promptly
- ensure WHS communications are shared and displayed appropriately (in their area of control)

### **Worker Responsibilities**

*A worker is any person who carries out work for a PCBU, including work as an employee, contractor, subcontractor, self-employed person, outworker, apprentice or trainee, work experience student, employee of a labour hire company placed with a 'host employer' and volunteers.*

Workers must:

- contribute to the formation and function of consultation arrangements (if required)
- participate actively and genuinely in consultation arrangements (if required)
- provide feedback on the effectiveness of established consultation and communication arrangement
- report any WHS hazards, risks or incidents promptly if identified outside of consultation arrangements
- follow the requirements of WHS information shared or displayed in the workplace

### **Other Persons at the Workplace Responsibilities**

*Other persons at a workplace refer to any other person at a workplace. In our organisation this responsibility is accepted by Visitors and Customers.*

Other persons at a workplace must:

- participate actively and genuinely in consultation arrangements (if required)
- follow the requirements of WHS information shared or displayed in the workplace
- report any WHS hazards, risks or incidents promptly if identified during or outside communication and consultation arrangements

### **HSR Responsibilities**

*An HSR is a worker who has been elected by a work group under the WHS Act to represent them on health and safety issues. In our organisation this responsibility is accepted by the National Operations Manager.*

HSRs must:

- be eligible to be elected as an HSR as a member of that work group

- facilitate worker consultation arrangements in relation to WHS issues
- represent their work group members in matters relating to WHS in the workplace
- investigate complaints from their work group members relating to WHS issues
- provide a means for WHS issue resolution or escalation by work group members (as required)
- inquire into anything that appears to be a risk to the health or safety of their work group members
- monitor the measures taken by the PCBU to comply with the WHS Act in relation to their work group (e.g. review procedures, conduct inspections of the workplace)
- conduct workplace inspections either ad hoc (after giving reasonable notice to the PCBU) or after an incident (relevant to their work group)
- accompany an inspector during an inspection of the workplace (relevant to their work group)
- accompany a work group member to an interview concerning WHS (if requested by the work group member)
- attend relevant training in order to competently fulfil their duties
- request the establishment of a health and safety committee (HSC) (if applicable)
- become a member of the HSC (at the discretion of the HSR)

### **HSC Responsibilities**

*An HSC is a group established under the WHS Act that facilitates cooperation between a PCBU and workers to provide a safe place of work. In our organisation this responsibility is accepted by the National Operations Manager.*

HSCs must:

- facilitate co-operation between the PCBU and workers in instigating, developing and carrying out measures designed to ensure the workers' health and safety at the workplace
- assist in developing standards, rules, policies and procedures relating to work health and safety that are to be followed or complied with at the workplace
- review and distribute WHS policies and procedures in the workplace

- provide a means for WHS issue resolution or escalation by workers (as required)
- hold committee meetings at least every 3 months and at any reasonable time at the request of at least half of the committee members
- attend relevant training in order to competently fulfil their duties
- perform any other functions prescribed by the regulations or agreed between the PCBU and the committee

## Supporting policies and procedures

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This policy operates within the Risk Management Framework outlined in the Risk Management Policy and Procedure and the Work Health and Safety Policy.

This policy should be read and followed in conjunction with the:

- Chain of Responsibility Policy
- CoR Training and Communication Procedure

## Implementation and evaluation

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Romann Logistics will ensure this Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis or earlier in the event of major changes to the legislation or our organisation structure and operations.

**Policy authorised by: George Manassa,  
National Business Development Manager**

**Signature: GM, digitally signed 05.04.2022**

*Policy issue date: 04.04.2022  
Policy version number: v1  
Policy review due date: 27.07.2022*





I have read and agree with the policy above.

**Name:**

**Signature:**

**Date:**

**Authorised Officer:**