

## 1 INTRODUCTION

At Air Comfort Services, it is important to provide efficient and continuous consultation, communication and reporting for the benefit of both internal and external stakeholders.

## 2 REFERENCES

Reference	Title & Description
F012	Employee Induction - Pre Employment Checklist - Technician
F046	Employee Induction - Pre Employment Checklist - Office Staff
F001	Accident Incident Injury Report and Investigation Form
SF001	Injury, illness, near miss report (smartsheet)
F076	Quality Improvement Report Form
SF076	CAR Report Smartsheet
R14	Toolbox meeting topic list
F100	Toolbox Meeting Agenda and Minutes
F190	WHSE Committee Agenda and Minutes
N/A	Emergency Evacuation Drill (records via email)
F123	Management Review Agenda and Minutes
-	Code of Practice: Work Health and Safety Consultation, Co-operation and Co-ordination

## 3 PROCEDURE

Consultation, Communication and Reporting is to occur on an ongoing basis, both formally and informally, at planned and responsive intervals.

Policies, procedures, practices, responsibilities and expectations are communicated to all new employees upon commencement and then throughout their employment with the organisation. The management team is responsible for oversight of the effectiveness of communication, which is reviewed at the Management Review Meeting and demonstrated by the Internal Audit Report, Quality Improvements, Workplace Health and Safety Compliance and Environmental Compliance.

Personnel and Management should, where practicable, utilise established processes, including the Corrective Action Reports (Quality Improvement Forms), Injury, Illness, Near Miss reports, toolbox Meetings and referral to the Workplace Health, Safety and Environmental Committee, as this typically forms the record of the consultation, communication and reporting.

Where the organisation is considering major workplace change, there is an obligation to consult employees embedded within the Industrial Relations System instruments, being Awards. As such, any such circumstance is to be referred to the Human Resource Manager who will advise how to comply with this requirement in accordance with legislation.

Where a process or procedure is proposed to be changed in relation to Workplace Health, Safety or the Environment, the proposed change is to be referred to the Director of Service Operations for technical support and the Human Resource Manager for advice as to how to best comply with meeting the consultation requirements relevant to that particular circumstance. Prior to new formalised policies and procedures being implemented, two management team members will endorse the document.

Various forms of communication are conducted throughout the organisation:

- The minutes of Workplace Health, Safety and Environmental (WHSE) Committee Meetings are displayed on the notice board.
- Results from the Emergency Evacuation Drill are communicated to office based employees via email and discussed with field based employees at toolbox meetings.
- Toolbox meeting topics are communicated to relevant personnel via the agenda and minutes of meetings.
- Policies and procedures are communicated via memos, inductions, training, and meetings as well as less informally by ongoing discussions and emails.
- SMS and email messages are routinely sent to employees reminding them of responsibilities, practices and expectations.

- Results of the Quality, Safety and Environmental Management System performance are discussed during management review meetings for consideration, review and action.
- External audit results are emailed to all internal staff and discussed with field based employees at toolbox meetings.
- Memos and instructions are sent to field based employees via post and to office based employees via email. A record is kept of memos and memo acknowledgements in the Memo Record document located on the 'S' drive.

All Quality, Safety and Environmental records or document requests received from customers or other external interested parties are directed to a senior member of staff for evaluation to ensure that commercially sensitive information is not released unless deemed appropriate. Prior to responding to the request, approval is first obtained from either the HR Manager or the Director of Service operations. These requests are considered on a case by case basis, by the discretion of the Director of Service operations and the HR Manager, due to the insignificant quantity of these types of requests.

Environmental aspects are not made publically available on our website, however requests will be treated the same way as any other quality, safety and environmental record or document requests. Air Comfort Services does not specifically exclude any environmental aspects from being communicated, but dependant of the relationship of the interested party to our organisation, consideration may be made as to the purpose or relevance of the request.

The most predominant environmental aspect that may be requested from external parties, based on our field of work, would be our refrigerant and industrial gas compliance information. Arctick are the regulatory body that manages refrigerant handling compliance and protocols within Australia. When renewing the organisations refrigerant handling licence on an annual basis, information regarding refrigerant handling equipment, storage, usage, reporting and general compliance is uploaded for assessment. Furthermore, Arctick conducts audits periodically which includes site visit to inspect refrigerant handling practices and how this interacts with the environment. The organisation has determined that it is appropriate to comply with Arctick's requests as this is necessary to obtain licencing. Other organisations such as ECAAS, Cm3 and the Department of Defence (FSC) who provide certifications and pre-qualifications to Air Comfort Services, are also provided all relevant document access in which they require.

## 4 APPROVAL AND REVIEW

This Procedure has been approved by the Human Resource Manager and reviewed by the General Manager in accordance with the Document & Record Control Procedure PRO012.



General Manager



HR Manager

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### COMPANY PROPRIETARY INFORMATION

Prior to use, ensure this document is the most recent revision by checking the Master Document List. To request a change, submit a Document Change Request to the Document Control Representative.