COMMUNICATION, CONSULTATION AND PARTICIPATION
ITQAN-MP-06

According to ISO 9001:2015 ISO 14001:2015 and ISO 45001:2018 requirement

ITQAN Institute

COMMUNICATION, CONSULTATION AND PARTICIPATION

Document ID	COMMUNICATION, CONSULTATION AND PARTICIPATION ITQAN-MP-06
Date	Aug 2023
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Reviewed by	ITQAN Management
Approved by	ITQAN Managing Director
Version	1.0
Responsible	

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COMMUNICATION, CONSULTATION AND PARTICIPATION FRAMEWORK

1. **PURPOSE**

   The purpose of this framework is to establish a robust system for communication, consultation, and participation within the scope of Quality, Health, Safety, and Environment (QHSE) management, business processes, and training requirements. This framework outlines the various modes of communication, defines the levels of participation and consultation, and establishes a clear pathway for effective communication among stakeholders.

2. **SCOPE**

   This framework applies to all aspects of ITQAN's operations, including facilities, employees, and subcontractors, ensuring a cohesive approach to communication, consultation, and participation.

3. **RESPONSIBILITIES**
   - **Department/Unit Head (External Communication):** The Department/Unit Head holds the responsibility for maintaining effective communication with relevant external parties. This involves sharing relevant information, updates, and ensuring a transparent flow of communication that contributes to mutual understanding and collaboration.
   - **Department/Unit Head (Internal Communication):** In addition to external communication, Department/Unit Heads are also accountable for internal communication. This includes making certain that all essential information is effectively communicated to staff members across all levels. Regular updates, announcements, and relevant documentation should be disseminated promptly to facilitate a unified and well-informed workforce.
   - **Managing Director:** The Managing Director assumes the responsibility of communicating with all board members ensuring that pertinent information related to the institute's strategic direction, performance, and critical decisions is effectively conveyed, fostering alignment and informed decision-making at the highest level.

4. **COMMUNICATION MODES AND CONSULTATION LEVELS:**
   - **Regular Meetings:** Scheduled meetings, such as team meetings, departmental updates, and cross-functional discussions, serve as platforms for effective communication and consultation. These forums encourage open dialogue and exchange of ideas, fostering a culture of collaboration and innovation.
   - **Feedback Mechanisms:** Implementing feedback mechanisms, such as suggestion boxes or digital platforms, enables employees to contribute ideas, voice concerns, and share insights. This two-way communication channel empowers employees to actively participate and engage in the organization's continuous improvement.
   - **Periodic Reviews:** Regular reviews of QHSE management, business processes, and training requirements provide opportunities for consultation among relevant authorities. Feedback from these reviews helps refine strategies, identify potential risks, and enhance processes in alignment with best practices.
   - **Cross-Functional Teams:** Forming cross-functional teams for specific projects or initiatives promotes diverse perspectives and collaborative decision-making. By involving representatives from different departments and levels, institute can tap into a wealth of knowledge and ensure comprehensive consultation.

5. **CONTINUOUS IMPROVEMENT:**

   Regular assessment of the communication, consultation, and participation framework is essential for its effectiveness. Gathering feedback from stakeholders, analysing communication gaps, and adapting strategies accordingly ensures that the framework remains dynamic and responsive to evolving needs.

6. **PROCEDURE**

   6.1. **Establishment of Communication Structure:**
   - The Managing Director, in collaboration with ITQAN management team, shall oversee the establishment of an organizational chart and reporting system that promotes effective QHSE

integrated management. Creating a clear hierarchy that facilitates smooth communication and efficient decision-making. This chart should be illustrated in Annexure I of the QHSE-IMS Manual.

6.2. Operational Communication:

The Training Operation Officer, in coordination with ITQAN management, is responsible for establishing communication channels that address operational activities across various levels of the institute. These channels should ensure that vital operational information is shared promptly and accurately.

6.3. Communication Modes:

Recognizing the various communication needs within different departments, ITQAN will use multiple communication modes:

- o Verbal Communication: Used based on hierarchy, importance, and sensitivity of information.
- o E-mail, Telephone, and Internal Memo: To facilitate communication among employees, considering the appropriate medium for the message.
- o Formal memorandums: serve as a structured and official means of communication within ITQAN.

6.4. Management Representative Communication:

The Management Representative, in collaboration with ITQAN management, is tasked with communicating essential information to ITQAN. This includes:

- o QHSE-IMS Policy and Objectives
- o Quality, Environment, and Safety Awareness
- o Risk Analysis during loading, transportation, and unloading.
- o Aspect-Impact Analysis at ITQAN
- o Changes in government norms
- o Incident and accident reports with root causes
- o Nonconformities identified during internal and external audits.

6.5. Clients & Trainees Relations Officer:

This role involves communication related to inquiries, contract discussions, and training requirements. Ensuring effective communication with clients and trainees contributes to successful service delivery.

6.6. Toolbox Meetings:

During maintenance work, Toolbox Meetings are conducted to address essential safety and operational aspects. This includes discussing:

- o Work Permit and Issuer
- o Tasks to Complete
- o Shutdown Confirmation
- o Barricade and PPE Distribution
- o Roles of Team Members
- o Standby Supervisor
- o Emergency Contact Information

6.7. Subcontractor Communication:

ITQAN members regularly engage with subcontractors to arrange meetings between their company representatives and the management team. Feedback from subcontractors is used to improve communication and the overall system.

6.8. Departmental Meetings:

The Managing Director conducts regular meetings with department/unit heads. These meetings serve to strengthen communication, address external and internal issues, discuss incidents/near misses, share observations, address complaints, and consider client feedback.

6.9. Departmental Communication:

Department/Unit heads are responsible for updating their employees on departmental activities and current requirements. Open communication ensures alignment and clarity within each department.

6.10. Document Delivery Recording:

Department/Unit heads are required to record the delivery of official documents (hard copies) when necessary. This step ensures proper documentation and traceability.

6.11. Top Management Review:

During management review meetings, the top management together, evaluates the effectiveness of the communication process among all interested parties. This review ensures that communication strategies remain responsive and aligned within the institute's goals.

7. ASSOCIATED DOCUMENTS

The documentation/forms to be maintained for communication process.

- Organizational Chart   *Annexure-I of IMS Manual*
- Management Review Meeting   (*ITQAN/MR/23*)