

Work description: The purpose of this procedure is to define and describe the methods for communicating in connection with the HRH Quality, Safety and Environmental Management Systems. This procedure addresses communication both internally within the organization and to outside parties.

Scope: This procedure applies means of communicating internally with HRH Employees and externally to the Employer and other external Interested Parties.

References:

PPE and precautions	Competencies or qualifications	Licenses or permits required
		Nil

Tools and equipment required

Overview

Internal communication includes the methods for disseminating information to all HRH Employees through the appropriate channels and the appropriate means. Communications shall be a two-way flow of information from Management to the Employees and vice-versa. The internal communication process is a way to motivate employees and to encourage feedback from and involvement of all levels of the organization.

Communication must be provided to HRH employees, visitors and contractors when appropriate for the following topics:

- HSE Policy and HSE objectives
- Results from the Health and Safety Risk Assessment
- Results from the Environmental Risk Assessment
- Mitigation measures and controls to be enforced to improve HSE
- HSE Best practices
- Accident or pollutions on site
- Key HSE performance indicators enabling the evaluation of the HRH HSE objectives
- Legal updates on requirements impacting the workplace or work practices
- STS Global HSE Alerts
- Additional topics

Communication Channels

HRH policies, procedures, documentation and all other relevant HSQE information are communicated to HRH employees, contractors and visitors through the following channels:

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COMMUNICATIONS

	<ul style="list-style-type: none"> • HSE newsletter • HSE Alerts or Safety Flash Notes for serious HSE issues that have been identified • Emails • HSE induction programs and trainings • Direct contact with the HSE Department and HSE Representatives • HSE leaflets for newcomers or visitors • Job Safety (or Environment) Instructions at the workstations • Team meeting and/or toolbox meetings • Guidance material, located on the Company Health Safety and Environment Intranet page • Company Intranet Health Safety and Environment page • Communication in the workplace through email • Periodic Toolbox and Pre-start meetings • Working groups • Company seminars • Notices of internal communication • Notice boards <p>All communication must be issued in an understandable language or by way of pictures to be understood by all.</p>
<i>Open Door Policy</i>	All HRH Employees have access to Management for discussions on improving the health, safety, quality, or environmental systems.
<i>Hitachi Rail Global HSE Alerts</i>	<p>Global HSE alerts are communicated every time there is a serious accident (or near miss that could have entailed a serious injury) or a severe pollution.</p> <p>In the case of a serious accident (or near miss) or a severe pollution, the Head of SSQHE must relay relevant information to the Vice President HSE and Facility Management without delay.</p> <p>An alert must be issued or approved by Vice President HSE and Facility Management and sent to every Legal Entity HSE Managers all around the world.</p> <p>The content of these Global HSE alerts includes:</p> <ul style="list-style-type: none"> • Nature of the incident • Location of the incident • Circumstances of the incident (pictures if possible) • Consequences (real or potential) • Immediate corrective actions taken • New rules or instructions required by the HSE and Facility Management VP
EXTERNAL COMMUNICATIONS	Compliance with HSE Alerts is mandatory. Failure of an employee or contractor to comply with requirements stated in these communications may result in administrative or disciplinary action.

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COMMUNICATIONS

	<p>HRH has implemented effective communication with the Employer and other interested parties in relation to:</p> <ul style="list-style-type: none"> • Providing information relating to the Operation and Maintenance of H RTP; • Handling enquiries, including changes; • Obtaining customer feedback relating to services, including customer complaints; • Handling or controlling customer property; • Establishing specific requirements for contingency actions, when relevant.
<i>Management Reporting</i>	Details of external management reports to the Employer, Regulator and other interested parties are contained in the HNL-09613 Monitoring, Measurement and Reporting Procedure.
<i>Training</i>	HRH identifies through the HNL-09600 Interested Parties Register, those Interested Parties who require information or training to fulfill their obligations. Further details are provided in the HNL-09599 Interested Parties Procedure.
<i>Meetings</i>	Attendance at meetings as well as the circulation of minutes are used to communicate information and decisions to those affected or responsible for implementation. Examples of such meetings include the Monthly Employer Performance Meetings
<i>Document Distribution and Control</i>	<p>Where external parties do not have access to the HRH EDMS, hard copies may be provided. Hard copies will be stamped either “Controlled” for controlled documents or “Un-Controlled” for all other hard copy documents.</p> <p>Hard copy documents will, where deemed necessary by the Procedure Coordinator or nominated deputy be distributed with a completed Document Transmittal Notice, and a Document Briefing Note and/or a Document Withdrawal Notice if necessary, detailing the actions to be taken.</p> <p>Upon receipt of a Document Transmittal Notice, and a Document Briefing Note the receiver will review the actions to be taken and acknowledge receipt of the document.</p> <p>Details of document control and distribution are provided in the HNL-09593 Document Control Procedure.</p>
<i>Incident and Accident Reporting and Investigation</i>	<p>Details of incidents, accidents, investigations and actions arising will be communicated by a combination of immediate notifications, initial reports, detailed reports and periodic reports.</p> <p>Further details are contained within the HNL-09023 Accident and Incident Notification, Reporting and Investigation Procedure.</p>
<i>Press and Media</i>	External communications activities, including speaking to the media, will only be done by those who have been authorized for such external communications, and media training may be necessary.

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