

### **Communication: Step Four of the Ten-Step Business Plan**

A program of regular safety and health communication keeps employees informed and solicits feedback and suggestions. Your approach to managing safety and health will include regular verbal and written communication on matters affecting employee safety and health.

Communications include:

- Quarterly written and/or verbal feedback to all employees on their accident-prevention performance;
- Process for upward communication and downward communication throughout the organization;
- Communication such as memos, bulletin boards, staff and general meetings; and
- Feedback incorporating your organization's overall safety and health performance.

The following ideas can help you design your communication plan:

- One-on-one discussion - the supervisor sits down with each employee on a scheduled basis to discuss safety concerns, suggestions and ideas.
- Informal discussion - inform employees that the accident-prevention coordinator is available to discuss their safety and health questions confidentially.
- Group discussion - provide the opportunity for executives, supervisors, team leaders and employees to discuss safety issues at employee gatherings. Regularly schedule meetings to share information and seek input on safety and health matters.
- Written communication - communicate key information, which can be motivational, developmental or informative, in writing;
- In-house company publications - an in-house company newsletter provides accident-prevention information on a regular basis;
- Safety and health booklets - provide safety and health information to employees;
- Safety alert notices - inform employees of accident causes and how they can prevent them; and
- Safety bulletin boards - use for posting safety-related policies, notices, articles, meeting schedules, meeting minutes, memos, etc.

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