

**Lotte Chemical Pakistan Limited
Port Qasim**

PROCEDURE NO.	HSE&S Procedure No. 5.02-01	Page 1 of 4
TITLE	Employee Communication Processes	
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Changes w.r.t organizations & designations

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1. PURPOSE

This procedure provides a system of formal two-way communication to ensure that all employees at Lotte Chemical Pakistan Limited (LCPL) Site are informed of matters affecting the management of HSE&S and of other significant information relating to the business and to the organization.

It does not replace the informal communication within and between departments and workgroups.

2. SCOPE

This procedure supports the HSE&S standard that requires regular consultation, communication and dialogue with all employees on HSE&S matters, at Site and City Office.

3. DEFINITIONS

Job Holder

Personnel holding a shift (personnel working in a shift cycle e.g. Senior Shift Manager, Shift Manager, DCS / Area Operator), or where there is Change of hands during activities.

Site

In the context of this procedure, Site is taken to mean the LCPL Site, the Raw Water Pumping Station, and the adjacent 50 Acre Plot.

4. REQUIREMENTS

The Chief Executive shall ensure that arrangements exist at LCPL Site, Raw Water Pumping Station and City Office for the regular communication of information, including HSE&S statistics, significant on site and relevant off site incidents and share the learning.

The Chief Executive or his nominee shall hold a Communication Meeting with LCPL Plant Site's senior / line managers at least once / month.

There shall be representation from all the departments in the communication meeting.

A nominated manager shall prepare communication meeting minutes and circulate to all the managers as per circulation list. (Appendix-1)

HSE & [Technical Training](#) Manager shall develop Learning Event and SUSA Audit presentation and share in the Monday communication meeting.

The Department Managers / Functional Heads shall clearly define the workgroups with team leaders identified in their areas of responsibility for better communication at all levels (Appendix-3).

The Area / Section Managers shall ensure that all workgroups receive formal HSE&S briefing and information based on communication meeting minutes, on regular basis (at least once in a month), this should be commensurate with hazards and requirements of the workplace.

The nominated managers for Raw Water Pumping Station shall hold communication meeting to cascade minutes of HSE&S communication meeting.

Record of communication meeting cascade to be maintained by respective department in auditable form. (Appendix-2)

The team leader shall personally conduct the briefing with whole group together and ensure that Workgroup is as small as practical. The communication should be two-way. The contents shall be consistent for better understanding.

Feedback shall be recorded on the Meeting Record Form (Appendix-2) by team leaders.

Areas where there is shift working cycle. The outgoing job holder shall log current status of equipment and activities sufficient to enable continuing effective control of HSE&S related matters, as well as a verbal hand over to incoming job holder before leaving the workplace.

Area / Section Manager are responsible to brief the Line Managers returning after break or other period of absence, about the status of the area and activities. An instruction book shall be maintained where applicable.

The Department Managers / Functional Heads shall cascade relevant information to all employees in their area of responsibility within 48 hr, where reasonably practicable. Information shall be shared through meetings, Lotus Notes or other means of communication. Employees working in shift cycle shall receive information on first available opportunity.

Area / Section Managers are responsible to review the feedback from communication meetings, assess employee's questions and concerns within their area of responsibility on monthly basis and provide feedback to Department Heads.

Head of the Departments / Functional Heads shall provide feedback to Chief Executive when appropriate.

Head of the Departments / Functional Heads shall evaluate the effectiveness of communication processes on regular basis.

5. COMMUNICATIONS & TRAINING

The Section Managers shall ensure that their Team Leaders are adequately trained in communication skills.

6. DOCUMENTATION

Appendix-1 Structure for Communication Brief

Appendix-2 Meetings Record

Appendix-3 Communication Team Leaders

7. AMENDMENTS

This is the [seventh](#) revision.