

COMMUNICATION



Communication is one of the 4 elements of safety culture in the SOS model.

Effective communication is a necessary component of a strong safety culture. Communication encompasses more than informing employees about safety. An organization with good communication has systems in place that allow the flow of information to move in multiple directions throughout the organization.

Communication also refers to the methods we use to communicate about safety, how safety is talked about (an annoyance or a genuine value), and the quality of information shared.

Employees should have access to safety information in the most convenient way possible. For example, employees without access to a computer in their day-to-day work should not receive information via email.

Information shared also needs to be relevant. Sometimes overcommunication can lead to complacency.

A common issue in many industries is the lack of communication around safety issues raised by employees. Ensuring employees have a method to track their concerns or a point person to follow-up with in regard to safety concerns can improve safety communication. This also demonstrates employee concerns about safety are valued by the organization.

COMMUNICATION TIPS:

- share safety information with each working group in an easily accessible manner
- be careful not to overload employees with too much information (it needs to be relevant)
- encourage communication between departments, levels, and locations
- Have a system for employees to track safety concerns they raise

