

## Communication

### What is Communication?

Communication is passing on a message. There are many different forms. Some are passive, like posters, and others require a more active involvement, like a conversation.

### Why should I listen to this?

This bulletin will tell you of the different kinds of communication you are likely to encounter while working on a MGJV project.

### What should the Ganger / supervisor do?

The agent will decide what types of communication are appropriate to your project. In a lot of projects there is not an office wall to put a poster or notice board on – so the ganger will have to arrange alternatives; for example a folder of “Toolbox Talks” or “Team Pack.”

Before you start working on an MGJV project you will receive an induction. The length and complexity of this presentation will depend on the type of work you are going to undertake. Where appropriate, you will also be briefed on any risk assessments or method assessments relating to the task. If you are working on a project for an extended period then the ganger / supervisor may re-brief you on a new method statement as the task changes.

MGJV is committed to “Behavioural Based Safety”. Part of this is a prescribed briefing schedule:

- Every morning: Ganger / supervisor to give a “First 10 minute” brief. This describes the hazards / risks that are likely to be experienced during the day. This will be on site.
- Once a week: A “Tool box Talk” on a specific subject. This is an opportunity for the team to share ideas on the topic and learn from each other as well.
- Once a month: The HSE advisor will ask you to a local venue (depot or “church hall”) to give a briefing on what has been happening in the previous month and any hot topics.
- Twice a year (approx): Stand down days: You will be invited to a hotel or other external venue to take part in a more formal training session. This should be on subjects that are related to your work and an opportunity to meet people from other parts of MGJV.

### What can I do?

- Listen – there is nothing worse than having someone talk while you are presenting
- Co-operate – turn up on time
- Take part – say if you don’t agree and if you have practical examples on the topic
- Change your behaviour appropriately
- Complete feedback forms with ideas on how communication and training can be improved.

**REMEMBER**  
**NOTHING IS SO IMPORTANT THAT IT CANNOT BE DONE SAFELY**

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