
Quality, Health, Safety, Environmental & Energy Manual:

Document No: SM-42

Communication

Toyota Material Handling UK Ltd's (TMHUK) policy to ensure that the Quality, Health, Safety, Environmental & Energy (QHSE) management system is communicated to all TMHUK team members and to define the methods by which relevant QHSE information is conveyed.

There are no restrictions on availability/distribution of the company's Health, Safety, Environmental & Energy policy statement or Quality policy statement, these may be freely copied and supplied on request to any interested party or individual, it is also available on the company's web site.

General Communication

TMHUK recognises that to achieve success in QHSE management, there needs to be effective communication throughout the organisation and where applicable to all stakeholders. TMHUK will communicate information to their team members on QHSE issues through the QHSE Manual, Procedure Manuals, Risk Assessments and Safe Working Practices.

TMHUK recognises that some team members may have difficulty understanding English and will endeavour to communicate with them to encourage their involvement and recognise that additional resource in time, money and materials may be required to achieve this aim.

Internal Communication

1.0 All Team members will have access to the company's QHSE management system via the company Intranet.

1.2 Depending on the target audience, urgency and nature of the communication, various methods of distribution of QHSE information will be used:-

- 1) Email
- 2) Company Magazine
- 3) Intranet (T-Space)
- 4) Toolbox meetings. (Particularly peripatetic field staff)
- 5) Formal Training and Instruction.
- 6) Poster (e.g. poster campaigns)
- 7) Team meetings
- 8) Company Noticeboards

1.3 The Health & Safety Law Poster, the Company's Health, Safety & Environmental Policy Statement, Quality Policy Statement and the certificate of Employers Liability Insurance must be displayed at all company premises.

External Communication

All QHSE documentation is available via the company website.