

COMMUNICATION POLICY

TasSpan Civil Contracting values excellent communication, and we believe it is a critical element of creating a successful and highly engaged organisation.

Communication occurs in all directions, and TasSpan encourages all team members to actively participate by sharing information, knowledge and ideas. Communication encompasses both "official" written and oral communication (announcements, memos, publications, policies and procedures, etc.) and "unofficial" communication (the exchange of ideas, information and opinions).

Through our communications we aim to:

- Provide team members with the information they need to do their jobs effectively,
- Provide team members with clear standards and expectations for their work,
- Provide team members with feedback on their own performance, and
- Help maintain a shared vision and sense of ownership in the organisation.

To achieve these objectives, TasSpan will:

- Recognise we have a diverse group of team members, differing in job tasks, working hours, locations, pay arrangements etc. We commit to identifying the best methods of communication to suit and reach our diverse team.
- Ensure our messages are purposeful, tailored to the audience (both in delivery and content), are timely and consistent.
- Provide team members with information relevant to their area and consult on issues important both to them and to the wider organisation.
- Give team members the opportunity to raise questions or issues of concern and treat those questions seriously and respectfully.
- Respond to all questions (whether immediately or after further investigation) and provide a supporting explanation.



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