



Communication Policy Statement

The purpose of this policy is to set out to all employees of Imperial Ductwork Services Ltd, the approved communication methods used within the business to ensure clear, timely, accurate, and safe communication between employees, subcontractors, clients, suppliers, and other stakeholders. Effective communication is essential to maintain health and safety standards, quality, productivity, and compliance with the contractual and legal requirements.

This policy applies to all employees, agency workers, subcontractors, consultants, and managers involved in company operations, including office-based, site-based, and remote activities.

Principles of Communication

All business communications must be:

- Clear, accurate, and professional
- Timely and appropriate to the situation
- Consistent with company values and policies
- Compliant with health & safety, data protection, and confidentiality requirements
- Suitable for the construction environment (e.g. noisy sites, safety-critical situations)

Approved Communication Methods

Face to Face Communication

User for:

- Site Briefings and Inductions
- Tool Box Talks and Safety Briefings
- Daily coordination and Progress discussions
- Performance, disciplinary, or welfare matters

Face to face communication is the preferred method for safety-critical or complex issues.

Site Meetings

Including:

- Pre-start Meetings
- Daily or weekly Site Coordination Meetings
- Progress and Programme Reviews
- Client & Subcontractor Meetings

Minutes must be recorded where appropriate and circulated to all relevant parties.

Telephone & Mobile Communications

Used for:

- Urgent matters
- On-site coordination
- Emergency communications

Employees must ensure mobile phones does not compromise health and safety.



Email Communication

User for:

- Formal instructions and confirmations
- Design changes and approvals
- Commercial and Contractual matters
- General business correspondence

Emails should be professional, concise, and include clear subject lines. Safety critical instructions must not rely solely on an email without confirmation of receipt.

Digital Messaging Platforms

Approved platforms (e.g. Microsoft Teams, Procore, or approved site apps) may be used for:

- Internal coordination
- Sharing of documents, photos, and drawings
- Non-formal updates

Instant messaging must not replace formal records where contractual, legal, or safety matters are concerned.

Written Documentation

Including:

- Method Statements and Risk Assessments (RAMs)
- Drawings and Specifications
- Permits to Work (when required)
- Notices, Signage, and Written Instructions

All written documentation must be clear, current, and controlled in line with the QMS of Imperial Ductwork Services Ltd.

Notice Boards & Signage

Used on sites to communicate:

- Health & Safety information
- Emergency Procedures
- Site Rules & Updates
- Key Contacts

Information displayed must be kept up to date and clearly visible.

Health & Safety Communication

- Safety information must always take priority
- Tool Box Talks and Briefings must be understood by all attendees
- Where language barriers exist, additional support (e.g. translation) must be provided
- Emergency communication procedures must be clearly communicated and practiced



Confidentiality & Data Protection

- Confidential and personal information must only be shared with authorised individuals
- Communication must comply with data protection legislation
- Sensitive information must not be shared through unsecured or inappropriate channels

Responsibilities

Management

- Ensure effective communication systems are in place
- Confirm that safety critical information is clearly understood
- Provide appropriate tools and training to staff

Employees & Subcontractors

- Use approved communication methods
- Follow instructions and seek clarification when needed
- Report issues, hazards, or concerns promptly

Training and Awareness

All relevant personnel will receive instruction on communication procedures during the time of an induction and through ongoing training where required.

Monitoring and Review

This policy will be monitored and reviewed periodically to ensure it remains effective and suitable for company operations and industry best practice.

Non Compliance

Failure to comply with this policy may result in correct action in line with our company disciplinary procedures or contractual terms.

Dean Barnes
Managing Director

A handwritten signature in black ink, appearing to read 'D. Barnes', is positioned below the printed name and title.

August 2026