

## LANGUAGE & COMMUNICATION POLICY 2024

In the interests of health and safety and the welfare of employees, Central Industrial Services Limited has a policy with regard to the language and communication difficulties.

The policy has been developed in consultation with workers with the aim to provide a healthy, safe and comfortable environment for all.

The risks with miscommunication between operatives and other personnel is extremely dangerous and could result in a fatal accident. Central Industrial Services in the event of working with or employing a person who has language difficulties or is non English speaking will supply a trained helper/interpreter to liaise between English and non-English speaking employees/personnel. The helper/interpreter will be used as a working Buddy and will become a partnership at all times.

In the event of a non-English speaking employee joining the company Central Industrial Services will ensure all operatives understand their task requirements, all written information will be given in both English and the non-English employees language. To ensure all non-English speaking employees are kept aware of any legislative changes and safety alerts etcetera all information will be posted in the relevant languages to the work force on the Company notice boards.

Central Industrial Services will contact agencies that may be able to help provide information and contacts that can help with the smooth transition into workplace and local community of our employees.

In the event of working on live plant where noise can be an issue and ear defenders will be worn, non-verbal communication will be used to get the message across e.g.: recognised signs and symbols (which could include hand signals).

Senior Management shall be held responsible for the maintenance of this policy to ensure that it remains fair, legislatively compliant, and relevant to the welfare of all, who have involvement with Central Industrial Services Limited.

There shall not be any company oppression on employees who cannot speak English, posters with information including hand signals, key phrases and relevant language advice shall be placed appropriately in offices and cabins.

**Signed**



**DH Cartwright - Chairman**

**Date 05/01/2024**