

BEST PRACTICE

LOCATION:		ARTICLE YEAR:	2008
ACTIVITY:	Competence Assurance	COMPANY:	Lafarge Readymix
SUB ACTIVITY:	N/A	COMPANY LOCATION:	M1 Mobile Plant, Hemel Hempstead
BEST PRACTICE No:	BP490	COMPANY TEL:	07803 953990

TITLE

Not lost in translation

ARTICLE

Before work began on the M1 Mobile Readymix plant, all drivers had to be present so the site rules could be explained to them to avoid incidents occurring due to a lack of understanding.

It became apparent that some Polish contractors were struggling to fully comprehend the instructions. Whilst many could understand spoken English and converse in the language, they struggled with written English.

To ensure that all contractors understood the rules it was decided that the site rules would be translated into Polish by one of the company's transport advisors, who happened to be born in Poland. The translated instructions were so helpful that they were forwarded throughout the business.

Several weeks later, plant operatives noted that they were receiving an increasing number of deliveries from Polish drivers. Even though operatives were assured that the drivers had been fully briefed, it was still felt that there was a risk when drivers discharged their lorry loads. A practical briefing was conducted, but for certainty, the silo sign was translated to provide instructions to Polish drivers.

The measures have ensured that incidents do not occur through a lack of understanding, of written English instructions, by Polish drivers.

ARTICLE IMAGES