

Safe communication

SfS Recommendation 051E/2023



SfS
Samarbeid for Sikkerhet

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1. Introduction

In this recommendation, we define safe communication as good and effective communication which ensures that work can be performed safely. Good communication within the organisation, both written and verbal, is a prerequisite for the management of risk and for employee participation. Communication occurs at all levels within an organisation and is about disseminating information from a sender to one or more recipients. Effective communication is about disseminating information so that both the recipient and sender achieve a shared understanding of the message being communicated.

Both Norwegian and international maritime legislation discusses communication in the form of requirements regarding information and training about the risks associated with the work, requirements for communication and training linked to the execution of the work and the use of equipment, requirements regarding information to ensure employee participation, and requirements regarding communication aids.

Safe communication is a broad topic. It can be about both communicating and understanding relevant details, but may also be about limiting and protecting critical or sensitive information. We have attempted to limit the scope of this recommendation to communication that takes place in connection with safe operations and emergency preparedness at the workplace. This may include:

- Daily communication – between managers and employees and within working groups, and communication with others at the workplace
- Communication in emergency situations
- Written communication used in the work (governing documents, procedures, rules, risk assessments, etc.)
- Safety-related meetings (meetings of safety representatives, safety meetings, working environment committee meetings, etc.)
- Employee participation
- Training

2. Purpose

The purpose of this recommendation is to increase awareness of safe communication and relevant regulations, see Appendices 1 and 2. Based on reported challenges and problems, this recommendation also provides examples of factors that should be taken into consideration, as well as measures that may be implemented to ensure good and effective communication.

3. Target group

This recommendation is intended for both employers and employees in all segments of the offshore energy industry and onshore facilities in Norway.

4. Safe communication

4.1 General

Communication involves being aware of the situation, who we are communicating with, and what might give rise to misunderstandings. This means that we must adapt both our verbal and non-verbal language to each unique situation. Effective communication is about using clear language and avoiding words with ambiguous meanings, or words that can be interpreted in several different ways in a given situation. It is also important to think about the recipient's ability to understand your message, and to adapt the form of your message accordingly.

The industry has long been aware of the importance of good communication, but this was emphasised more recently in a [report](#) conducted by Safetec on behalf of the Petroleum Safety Authority (PSA). The report looked at how changed parameters can affect the working environment and safety. The report revealed that shortages of skilled workers in the Scandinavian labour market have resulted in a need to recruit personnel from other parts of Europe. This has '*...contributed to communication challenges with workers unable to speak either English or a Scandinavian language. Varying levels of familiarity with conventions in the Nordic labour market and offshore sector also appear to be adding to communication challenges.*'

Through its supervisory activities, the PSA has identified weaknesses associated with the use of the Norwegian language in governing documents, safety signage and usage instructions. Other supervisory activities have revealed insufficiencies in guidance that ensures cooperation and effective communication between vessels and facilities. In addition, through targeted audits of communication systems performed in 2020-2022, the PSA discovered insufficient involvement of the role of communications officer.

Similarly, through its [maritime safety survey](#), the Norwegian Maritime Authority has shown that there are corresponding communication challenges in the maritime sector. A fatal accident that occurred in February 2023 was in part attributed to inadequate language skills.

Flow of information: In order to ensure continual learning, it is essential that communication flows freely throughout the organisation, both up and down, regardless of function and level. Therefore, it can be useful to include flow of information as a dedicated topic in verifications and HSE inspections. Whenever communication may be linked to HSE, the internal control system and management system must say something about how the organisation handles communication and changes relating to communication.

Language: According to a [report from the Fafo Institute for Labour and Social Research \(FAFO\) regarding the Norwegian language proficiency of workers born outside Norway](#), workplace language issues are an underestimated problem. If an organisation employs foreign workers, it is recommended that the organisation survey language proficiency at the workplace. In addition, the language skills of new employees should be clarified, so that this overview always remains up to date. A description of the requirements for clarifying and ensuring language proficiency shall form part of the organisation's management system.

Today, many organisations have a scheme through which a representative from management welcomes new employees. Even though an employee's language proficiency should be clarified in advance, having a

conversation with the new employee is recommended as this will enable the organisation to identify any language issues. Safety managers or others who provide safety information should also check that the information they provide is understood.

The Common European Framework of References for Languages is a guideline and scale for language proficiency prepared by the Council of Europe, see Appendix 3. The scale is used to describe the skills and proficiency level of language students across Europe and, increasingly, in other countries. Its purpose is to provide a common European standard for the various language levels.

Impaired hearing and reading and writing difficulties: Around ten per cent of the Norwegian population has hearing loss that affects the individual's ability to communicate (fhi.no/ml/miljo/stoy/om-horselstap/). In addition, as much as 20 per cent of the population has general reading difficulties (dysleksinorge.no/statistikk-laerevansker/). The organisation must be aware of this problem and adapt the work to ensure that safety is not compromised. Through their 'Hanne' pilot project, the Federation of Norwegian Industries, Industri Energi and Dyslexia Norway provide a good overview of these problems, and have created the guide '[What is a dyslexia friendly workplace?](#)' based on this.

When communication is undertaken in a foreign language, reading and writing difficulties can become even more pronounced, because the visual impression is different, and the reader fails to recognise patterns. Computer-based training (CBT) and multiple-choice tests with subtle differences between the possible answers also work poorly for this group.

4.2 Verbal and visual communication

This type of communication is crucial in ensuring that work is performed safely and that elements of risk connected to the job to be performed are communicated and understood.

Below is an overview of common challenges and corresponding measures to ensure good daily communication:

Challenges:	Measures:
Insufficient language proficiency / no common language among those communicating.	<p>Clarify which language is best to use. Even if Norwegian proficiency is poor, it is not necessarily better to switch to English. Remember that if several people are using a foreign language (e.g., English), they may have different understandings of the same terms.</p> <p>In some cases, it may be appropriate to use an interpreter. Experience has shown that it is best if the interpreter is someone with an ordinary job who is a natural part of the team. The interpreter will then be present at the team's location and be able to ensure good communication with individuals outside the team.</p>

	<p>Since the interpreter should be with the team always, frequent interpretations for other teams should be avoided. As a permanent member of the team, the interpreter will also be able to communicate any problems or dangerous conditions at the workplace.</p> <p>An interpreter who preferably has lived in Norway longer than the other members of the team may also act as a natural link to Norwegian culture and be able to provide assistance with other non-job-related questions. Interpreters who work in this way can act as leaders / role models, and one must therefore ensure that they are also good role models when it comes to safety.</p> <p>Buddy schemes are common at many workplaces and are important for individuals who do not speak Norwegian or English. To ensure good communication, both parties to the buddy scheme should speak the same or a common language, and otherwise follow the advice that applies for other buddies. The buddy should not be the individual's manager, and preferably be from another team. Furthermore, it can be an advantage if the sponsor is Scandinavian as he/her can more probably contribute to integration.</p>
<p>Important messages given over the radio are not understood.</p>	<p>Consider language courses and maintenance of language skills.</p> <p>Ensure that alarms, etc. are understood by running regular drills. Remember to check that the voice of the person giving important messages over the radio can be heard clearly.</p>
<p>Assumptions made by both sender and recipient; insufficient clarification.</p>	<p>When speaking with colleagues or others who do not share your native language, check that the person has understood you.</p> <p>Use simple language and ask the person to repeat their understanding of what was said in their own words – don't ask 'Do you understand?' as this can be answered with 'yes' even if this isn't true. This also applies when reviewing work permits (WP) / safe job analyses (SJA).</p> <p>Try not to become defensive – set your own opinions aside and listen actively so that your colleague can express their understanding of the situation.</p>

<p>Misunderstandings due to the use of 'tribal language', jargon and technical terms.</p> <p>Use of abbreviations that are not understood.</p>	<p>If you are unsure of a person's language proficiency, avoid using jargon and abbreviations.</p> <p>Managers who are unsure whether all messages are fully understood should follow-up the work more often.</p> <p>Remember that certain dialects can be difficult to understand, and that body language is just as important as the words that are spoken.</p> <p>Use confirmatory communication in critical work operations (e.g. cranes and lifting). Remember that complete confirmatory communication includes feedback that the repeated message is correct (communication, read back, feedback).</p>
<p>Use of temporary personnel who do not speak a Scandinavian language or English (short-term assignments).</p>	<p>In the event of short-term projects, it can be natural to put together a linguistically homogenous group. The group's members can then use a shared language and the same interpreter / translated documents. This will help to reduce the risk of misunderstandings and hazardous conditions.</p> <p>The disadvantage of such a group is that they may have a poor understanding of the Scandinavian language. For such teams it is particularly important to check understanding of work tasks and other relevant conditions (use of tools/protective equipment, performance requirements, pre-job interviews, etc.) before the work is carried out.</p>
<p>Cultural differences regarding safety and communication may result in insufficient clarification.</p>	<p>Make a clear distinction as to whether you are providing instructions/orders/important information (checking the individual's understanding) or asking a question (asking for an answer/response).</p> <p>Be aware of cultural differences and verify that all safety measures are in place and that the correct personal protective equipment is used. Explain why the various measures are important.</p> <p>Remember that the necessary technical competence is crucial for effective communication.</p> <p>When there are workers of different nationalities and who speak different languages in an organisation or at a workplace, think carefully about how the work is organised.</p>

<p>Misunderstandings between vessels with foreign crew and other units.</p>	<p>When speaking with others who do not share your native language, check that they can understand you.</p>
<p>Not enough time is spent on ensuring good communication.</p>	<p>In the event of safety critical communication, use confirmatory communication – especially when communicating with persons you don't speak with very often.</p> <p>Document the choice of working language, with measures to eliminate nonconformities if Norwegian is not the working language.</p> <p>Practice using confirmatory communication, so that it becomes a natural choice in a crisis situation.</p> <p>Avoid information-overload.</p> <p>Use easily accessible channels such as noticeboards/screens for sharing information. Screens must feature up-to-date content presented in a carefully considered manner (not too much on one screen) and rotate through several languages. Safety-critical information may also be shared on such info screens – but there must always be a direct two-way channel in addition, in order to verify that information is received and understood.</p> <p>Important feedback, concerns, and suggestions for safety improvements, etc., must always be responded to and followed up to ensure open communication within the organisation / at the workplace.</p>
<p>Use of non-standardised hand signals.</p>	<p>Agree which signals shall/can be used before the work is carried out – for example, how will you signal 'stop the job'?</p>
<p>Use of non-standardised signage and pictograms.</p>	<p>Signage and pictograms are highly recommended, but these must be in accordance with regulations (section 5 of the Workplace Regulations) and standards (such as the IOGP Life-Saving Rules)</p>
<p>Information is missed during discussions in noisy areas.</p>	<p>Avoid providing safety-critical information in areas with high levels of noise. If this can't be avoided, be sure to check understanding later.</p>

Differences in culture and competence linked to the use of digital communication tools.	<p>All employees must receive the necessary training in any equipment they shall use (section 51 of the Technical and Operational Regulations).</p> <p>Remember that manned facilities must have a designated communications officer (section 80 of the Activities Regulations)</p>
Technical problems and communication equipment failures.	<p>New equipment should be thoroughly tested before it is used.</p> <p>New digital solutions may have many benefits compared to e.g. VHF and UHF radio. Digital solutions may provide warnings in the event that communication is interrupted (e.g. due to dead batteries or a lack of signal). They can also be two-way and thereby ensure that the communication channel doesn't become blocked (e.g. by a sender button accidentally being pressed).</p>

4.3 Written communication

Organisations may use several channels for sharing both general and important information. Common challenges associated with this process are listed below:

Challenges:	Measures:
Use of too many channels (email, website, Facebook, Yammer, Teams, Messenger, etc.) may result in important information not reaching the end recipient.	Communication by management must have an overarching strategy that takes into consideration the importance of reaching everyone, time-criticalness, and the necessary tools (for both sender and recipient). The strategy should also include how others within the organisation shall communicate with management.
Communication in a foreign language, which may result in misunderstandings.	<p>Translate safety-critical information into other languages used at the workplace (the Norwegian Labour Inspection Authority's website is available in Norwegian, English and Polish).</p> <p>Visualisations of procedures, such as those used in safety cards on board airplanes, are an effective, tried-and-tested way of providing important information across languages. These can be useful for illustrating the use of protective equipment, alarm instructions and similar.</p>

<p>Too much information may mean that important details are lost among other information.</p>	<p>All important communication should be undertaken through a single channel.</p> <p>All important written information must be available in a language each employee understands – the more safety-critical the information is, the more important it is that employees receive it in their native language.</p>
	<p>Examples of safety-critical information include risk assessments, investigation reports, work routines / job packages, procedures, emergency preparedness information, etc. One way of organising this is to create texts in a language that correspond to the various levels of governing documents, see Appendix 5.</p> <p>Amended documents should contain details of important changes.</p>
<p>Recipients do not always have access to, or the required skills to use, the necessary equipment for receiving information (e.g. Intranet, PC, smartphone, printer, etc.).</p>	<p>Survey the flow of information at the workplace. Employees must be given access to the necessary equipment and <u>training</u> in the use of this equipment.</p>

4.4 Meetings (safety representative meetings, safety meetings, meetings with new employees, Working Environment Committee meetings and other meetings relevant to safety at the workplace)

Meetings are important for ensuring that regulations are followed, and in fostering a good safety culture. Common challenges and suggested measures are listed in the table below:

Challenges:	Measures:
<p>The form of communication and language prioritises the sender's needs over those of the recipient and how the message is understood. Management alone decides the form of communication and language.</p>	<p>Establish general guidelines regarding the use of languages within the organisation. Use those drawn up by the Confederation of Norwegian Enterprise (NHO) and the Language Council of Norway as a starting point, see Appendix 3.</p>

<p>Lack of involvement/participation in meetings due to poor language proficiency</p>	<p>Meetings that are important for safety should be held in the employees' native language. Consider the use of interpreters or dividing the meeting into several meetings/languages.</p> <p>In the event of several meetings in parallel (e.g. both Norwegian and English), all the meetings must be equally easy to participate in.</p> <p>Strive to ensure broad involvement: ask for responses and viewpoints from those who do not actively participate.</p> <p>If it is natural to do so, create meeting minutes that are easily accessible and show that suggestions have been noted and followed up.</p>
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4.5 Safety training and cultural understanding

The main rule is that all safety training for Norwegian employees shall be delivered in Norwegian in accordance with the Framework Regulations (FR) and the Ship Safety and Security Act and Regulations concerning qualifications and certificates for seafarers (STCW). If this rule is deviated from, it shall be documented that doing so does not compromise safety (FR section 14).

A number of e-learning courses within the industry are currently only available in Norwegian and English. If the organisation employs larger groups of employees who use other languages, translating the content of these courses should be considered. For smaller groups, the use of interpreters may be necessary to ensure good understanding of the topics. Regardless of the training method, it must be verified that the provided training is understood.

At multicultural workplaces, experience indicates that information about Norwegian working culture should also be part of the training. Terms such as safety work, employee representatives and employee participation are often unfamiliar to foreign workers who come to Norway.

Experience from larger projects with a large proportion of foreign workers shows that training of the kind described above should be provided at an early stage. Norwegian workers and managers also often need training to help them understand and recognise other cultures, in order to ensure mutual understanding and a better and safer working environment.

Appendix 1 Legislation for offshore energy undertakings and onshore facilities in Norway

There are many laws and regulations that stipulate requirements relating to communication and languages. The most important can be found in the Norwegian Labour Inspection Authority's Regulations concerning the performance of work, and in the Petroleum Safety Authority's Framework Regulations:

Section 22.4 of the Regulations concerning the performance of work (which also apply to petroleum activities):

The employer shall ensure that the employees are proficient in the language used so that they are able to pronounce and understand spoken messages correctly and act accordingly in a manner appropriate to preventing situations that may entail a risk of harm to life or health.

When safe execution of the work requires verbal instructions, the employer may only use employees who can understand such instructions. Verbal instructions, including instructions agreed upon in advance, shall take the form of short texts, sentences, phrases and/or individual words, and they shall be clear and understandable. Verbal instructions may be given directly using the human voice, or indirectly using a human or artificial voice announcement through a medium.

The Norwegian Labour Inspection Authority's comments on section 22-4 of the Regulations concerning the performance of work:

There must be sufficient communication between all personnel involved in a work operation at all times, and it is preferable that communication be undertaken in Norwegian. If there are employees of various nationalities who use other languages at the workplace, the employer must either choose to communicate in a language that all employees are able to understand, or establish a dedicated system for mutual understanding between employees in addition.

Section 14 of the Framework Regulations:

The Norwegian language shall be used wherever possible. Other languages may be used if this is necessary or appropriate to carry out the activities, provided this does not compromise safety.

Guidance on section 14 of the Framework Regulations states:

The provision entails that in general, written material such as procedures and manuals shall be in Norwegian. In the event this is not considered appropriate, and provided that this does not compromise safety, which the employer shall be able to document, such documents need not be translated into Norwegian. The employer is responsible for ensuring that language problems do not result in an increased risk to safety.

The Petroleum Safety Authority's interpretation of section 14 the Framework Regulations, 'Use of the Norwegian Language', states:

In general, in accordance with both section 76 (formerly section 64) of the Petroleum Regulations and section 14 of the Framework Regulations, Norwegian shall be used as the working language. It may however, as stated in the comments to the earlier section 37 of the Petroleum Regulations, be necessary to use other

languages in addition to Norwegian. It is noted that foreign workers continue to be important in the petroleum activities and on the Norwegian continental shelf, and that a significant portion of these activities are located beyond or close to international borders. Safety considerations necessitate that, to a significant extent, operation manuals, work instructions and emergency preparedness plans be provided in Norwegian. However, safety considerations relating to English-speaking workers may dictate that such documents also be made available in English.

If a group of workers speaks a language other than English, it must be assumed that the same applies to them.

References to other regulations concerning communication and languages:

Section 80 of the activities regulations requires that communication be safeguarded at all times, and that a dedicated person shall be responsible for the communication systems on manned facilities.

Both the **Facilities Regulations** and **Technical and operational regulations** contain several paragraphs with specific requirements regarding communications equipment and systems.

Section 8 of the Regulations concerning organisation, management and employee participation requires that training must be given in a language that the employees understand. **Section 9** of the same regulations requires that employees are provided with information about risk factors in the work, and that this information is worded so that it can be understood by each employee. The Labour Inspection Authority's comments on **section 10-5** of these regulations discusses requirements regarding language and communication if there are foreign workers at the workplace. Equivalent requirements regarding the labelling of equipment also apply in **section 10-22**.

Section 2-26 of the Producer Responsibility Regulations requires that work equipment is accompanied by necessary, easily understandable instructions for use in Norwegian.

Sections 2-1 and 2-2 of the Regulations concerning the performance of work contain requirements regarding substance indexes. The information provided in them shall be in Norwegian, and be brief and easy to understand.

Appendix 2 Legislation for ships and mobile offshore units

The International Maritime Organisation (IMO) regards both verbal and written language that ensures safe communication as vital to the safety of crew, passengers, industry or specialist personnel and ships and the environment, in addition to the efficiency of daily tasks and the ship's integrity.

Safe and correct communication is especially important for ships that cross international borders, especially in connection with radio connections/ICT between vessels and other actors (land bases, various suppliers, shipping companies, authorities, etc.). Safe communication involves confirming that the correct information has been received and understood. This applies during both normal operations and in connection with critical incidents internally or externally. For this reason, it is a requirement individuals who hold positions for which a certificate of competency is required pass an exam in Maritime English, based on the Standard Maritime Communication Phrases (SMCP).

In Norway, IMO/ILO/EU legislation is implemented through the Ship Safety and Security Act, Act relating to employment protection, etc. for employees on board ships (Ship Labour Act) and the Regulations on the working environment, health and safety of persons working on board ship. It is worth noting that it is not always possible to translate IMO/ILO regulations written in English directly into Norwegian, and for this reason misunderstandings and incorrect interpretations associated with the terms 'safety' and 'security' may arise.

Section 5 of the Regulations concerning qualifications and certificates for seafarers states that: *The company shall have updated documentation on the seafarers' experience, training, medical fitness and language skills.* Section 11, 'Requirements for language skills', states:

(1) Seafarers shall be able to communicate with each other on basic safety matters in the working language of the ship determined by the company, and be able to understand safety information in the form of text, symbols and alarms.

(2) Seafarers who are in contact with pilots and shore-based authorities shall be able to communicate in English or in the language of the pilot or those authorities.

(3) Seafarers who form part of the minimum safe manning or additional manning on ships engaged in small coasting or greater trade shall, irrespective of the working language of the ship, have sufficient knowledge of English to understand commands, written muster lists and emergency instructions, and written information relating to the use and maintenance of life-saving equipment.

(4) Seafarers designated to guide and assist passengers in emergency situations on passenger ships in regular service out of Norwegian ports shall have proficiency in English and a Scandinavian language. If the majority of the passengers on board do not speak English or a Scandinavian language, the seafarers shall be able to communicate with the passengers in the relevant language in an emergency.

References to other regulations concerning communication and languages:

Section 6 of the Regulations concerning safety management systems on Norwegian ships and mobile offshore units (ISM) requires that the company give personnel on ships relevant information about the safety management system in the working language(s) they understand.

Section 15 (f) of the Regulations on the form and keeping of log books for ships and mobile offshore units requires that the log contains details of the ship's working language. Furthermore, all plans, drawings and lists posted on board shall be translated into the working language if the working language is not an official language of the State whose flag the ship is entitled to fly.

Section 11 of the Regulations on the control of ro-ro ferries and passenger high-speed craft in regular service, regardless of flag (host State control) requires that seafarers are able to both give orders and instructions and report back in the common working language.

Section 32 of the Regulations on safety measures, etc. on passenger ships, cargo ships and lighters requires that the required signs and notices on all ships engaged on foreign voyages, and on passenger ships engaged on domestic voyages, shall be in Norwegian and English. For other ships engaged on domestic voyages, the text shall be in Norwegian.

Appendix 3 Common European Framework of References for Languages

The Common European Framework of References for Languages contains a scale that is divided into three main levels, each of which has two sub-levels, giving a total of six different levels:

A – Basic User

A1 – Beginner

A2 – Elementary

B – Independent User

B1 – Intermediate

B2 – Upper intermediate

C – Proficient User

C1 – Advanced

C2 – Proficiency

The framework describes the level that is expected of the language user in terms of their listening, speaking and writing skills at each of the different levels.

Appendix 4 – Language guidelines for trade and industry

Use Norwegian when you can, and English when you must

1. Norwegian is the natural choice of language for Norwegian trade and industry

- ✓ In business, precision is important. We are always more precise in our native language, because we have a broader vocabulary and better comprehension when using it.
- ✓ If the company has Norwegian employees, using Norwegian will provide the most effective communication within and for the company.
- ✓ Create advertisements in Norwegian, not in English, when appealing to Norwegian customers.
- ✓ Use Norwegian in job advertisements when appealing to a Norwegian-speaking audience.

2. Different languages for different needs

- ✓ Speak and write Norwegian when communicating with Norwegian colleagues and others who understand Norwegian best. Use English when appropriate.
- ✓ If the company has employees in different countries, and who speak different native languages, the company will need to use several languages.
- ✓ The company should use the language that is most appropriate within the given cultural context.

3. Correct language use is important for the company and society

- ✓ The influence of English is a challenge not only for teachers, parents, students and opinion formers – such as mass media – but also for trade and industry.
- ✓ Use Norwegian technical terms, since this contributes to the development and maintenance of specialist Norwegian technical terminology.
- ✓ Safety is best ensured by using the language in which employees are most proficient.
- ✓ Encourage language-awareness within the company.
- ✓ There is no contradiction between being in favour of globalisation and simultaneously protecting the Norwegian language and culture.



Språkvett for næringslivet

Bruk norsk når du kan, og engelsk når du må

1 Norsk er det naturlige for norsk næringsliv

- ✓ Presisjon er viktig i næringslivet. Vi er alltid mer presise på morsmålet, fordi vi har et større ordforråd og en bedre språkfølelse på vårt eget språk.
- ✓ Med norske medarbeidere er norsk språk mest effektivt i og for bedriften.
- ✓ Lag reklame på norsk, ikke på engelsk, når du henvender deg til norske kunder.
- ✓ Bruk norsk i stillingsannonser når du henvender deg til et norsktalende publikum.

2 Ulike språk for ulike behov

- ✓ Snakk og skriv norsk når du kommuniserer med norske kolleger og andre som forstår norsk best. Bruk engelsk når det er formålstjenlig.
- ✓ Med ansatte i ulike land og ansatte med ulike morsmål trenger bedriften flere språk.
- ✓ Bedriften bør bruke det språk som passer best i den gitte kulturelle sammenheng.

3 Språkvett er viktig for bedriften og samfunnet

- ✓ Den engelskspråklige innflytelsen er en utfordring ikke bare for lærere, foreldre, elever og opinionsdannere – som massemediene – men også for næringslivet.
- ✓ Bruk norske fagtermer, da bidrar du til å utvikle og vedlikeholde norsk fagspråk.
- ✓ Sikkerheten ivaretas best på det språket de ansatte behersker best.
- ✓ Stimuler språklig bevisstgjøring i bedriften.
- ✓ Det er ingen motsetning mellom det å være for globalisering og samtidig ta vare på norsk språk og kultur.

[BOKMÅL]

Appendix 5 – Levels for governing documentation

For international companies and companies that use English as their main working language, an arrangement is recommended in which the overarching governing documents (levels 1 and 2) are written in English. The local procedures that implement the overarching requirements (level 4) may be written in Norwegian and any other languages as necessary, should this be required for or appropriate to the activities, and as long as doing so does not compromise safety. Level 3 documents may be written in both Norwegian and English. This structure is in accordance with ISO 37301.

