

Environmental Communication

1.0 Purpose/Scope

This procedure defines the process for:

- a) Internal environmental communication/awareness within the *Facility/Plant Name*.
- b) External environmental communication between the *Facility/Plant Name* and external interested parties, such as regulatory authorities and the public/local community groups.

2.0 Activities Affected

All areas and departments

3.0 Forms Used

External Communication Log

4.0 References

- 4.1 Environmental Policy
- 4.2 EP-002 Environmental Aspects, Objectives and Targets and Programs
- 4.3 EP-005 Environmental Management System Management Review
- 4.4 EP-006 Emergency Preparedness and Response
- 4.5 EP-007 Environmental Regulations and Other Requirements
- 4.6 EP-008 Environmental Review of Projects
- 4.7 EP-009 Agency Approvals
- 4.8 EP-011 Contractor Control
- 4.9 EP-012 Environmental Document Control
- 4.10 EP-014 Environmental Training and Awareness
- 4.11 ISO 14001:1996, Element 4.4.3.

5.0 Definitions

External Communications: written or electronic correspondence, telephone conversations and oral discussions or meetings with anyone external to the company.

6.0 Exclusions

None

7.0 Procedure

7.1 Internal Communications/Awareness

7.1.1 Internal environmental communications shall be implemented to ensure those personnel at each relevant level and function are aware of the following:

7.1.1.1 the environmental management system;

Facility/Plant Name Environmental Procedure
Procedure # EP-010

- 7.1.1.2 the importance of conformance with the environmental policy, procedures and system;
 - 7.1.1.3 the potential consequences of system non-conformances;
 - 7.1.1.4 individual roles and responsibilities in achieving conformance with procedures, including emergency preparedness and response; and
 - 7.1.1.5 the significant environmental aspects associated with work activities and the environmental benefits of improved personal performance.
- 7.1.2 Internal environmental communications may be accomplished by the use of:
- 7.1.2.1 Notice boards
 - 7.1.2.2 Awareness training of facility personnel, as appropriate in line with job function
 - 7.1.2.3 Environmental training of relevant job functions, as appropriate (see environmental procedure EP-014: Environmental Training and Awareness)
 - 7.1.2.4 Newsletters
 - 7.1.2.5 Electronic notes
 - 7.1.2.6 Team meetings and meeting minutes
 - 7.1.2.7 Management reviews and meeting minutes
 - 7.1.2.8 Corrective Action Requests
- 7.1.3 Communication of environmental issues from employees to the Facility/Plant Management Team shall be handled by the Cross Functional Team member representing the affected area, in coordination with the Environmental Management Representative. These communications shall be documented.
- 7.1.4 Communication of changes to legal & other requirements to employees shall be handled by the Area or Department Manager or designee. These communications shall be documented.
- 7.2 External Communications
- 7.2.1 External communications concerning the environmental aspects of the facility should be directed to the Security Manager, Human Resources Manager or the Environmental Management Representative.
 - 7.2.2 The Environmental Management Representative or Environmental Coordinator is responsible for responding to inquiries from interested parties and regulatory agencies.
 - 7.2.3 The Human Resources Manager or designee is responsible for sending current copies of the environmental policy to interested parties. These requests will be documented on the External Communications Log.
 - 7.2.4 The Human Resources Manager in consultation with the Environmental Management Representative is responsible for responding to media communications.
 - 7.2.5 Where community concerns relate to an environmental emergency, EP-004 shall be implemented.
 - 7.2.6 The Environmental Management Representative or designee is responsible for determining the need for and preparation of any notification to regulatory agencies on an as needed basis.

8.0 General Rules

- 8.1 CFT members and Area or Department Managers shall maintain their own internal communication records.
- 8.2 The Environmental Management Representative shall maintain records of external environmental communication with interested parties and the media.
- 8.3 The Environmental Coordinator shall maintain records of external environmental communications with regulatory agencies.

9.0 Records

Records shall be retained consistent with EP-013.

Record of Revisions

Revision Date	Description	Sections Affected