

## EMS Example

### Example Procedure for Communications

#### Example Communications Program

##### 1.0 Purpose/Scope

This procedure defines the process for:

- a) Internal environmental communication/awareness;
- b) External environmental communication with 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 Environmental Aspects, Objectives and Targets and Programs

4.5 Environmental Regulations and Other Requirements

4.9 Environmental Document Control

##### 5.0 Definitions

External Communications: written or electronic correspondence, telephone conversations and oral discussions or meetings with external parties.

##### 6.0 Procedure

###### 6.1 Internal Communications/Awareness

6.1.1 Internal environmental communications shall ensure those personnel at each relevant level and function are aware of:

The environmental management system;

The importance of conformance with the environmental policy, procedures and system;

Individual roles and responsibilities in achieving conformance with procedures, including emergency preparedness and response; and

## Environmental Management Systems Toolbox

The significant environmental aspects associated with work activities and the environmental benefits of improved personal performance.

Internal environmental communications may be accomplished by the use of notice boards, awareness training of facility personnel, as appropriate in line with job function, environmental training of relevant job functions, as appropriate, newsletters, electronic notes, meetings and management reviews

### 6.2 External Communications

6.2.1 External communications concerning the environmental aspects of the facility should be directed to the EMS Manager.

6.2.2 Where community concerns relate to an environmental emergency, EP-004 shall be implemented.

6.2.3 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.

### 7.0 General Rules

7.1 Department Managers shall keep own internal communication records.

7.2 The Environmental Management Representative shall maintain records of external environmental communication with interested parties and the media.

7.3 The Environmental Coordinator shall maintain records of external environmental communications with regulatory agencies.

### 8.0 Records

Records shall be retained consistent with EP-013.