	Environmental Management System EN009
ENVIRONMENTAL COMMUNICATIONS	

1.0 INTRODUCTION

ISO 14001 requires that an organisation establishes and maintains procedures for *"internal communication between various levels and function"*.

An EMS is largely about establishing communications so that people are aware of:

- How the organisation can impact on the environment;
- How they can reduce the impacts on the environment;
- The actions to take in case of an accident or emergency;
- How the EMS works and the part they play;
- The process by which they can suggest improvements to the system; and
- What records need to be kept.

The greater the communication between people and departments the more likely that the EMS will be seen simply as part of day to day operations and the greater the overall benefits from implementing the system.

ISO 14001 also requires that an organisation establishes and maintains procedures for *"receiving, documenting and responding to relevant communications from external interested parties."*

2.0 PURPOSE


The purpose of this procedure is to describe the way in which information on the Environmental Management System is communicated internally and externally.

3.0 RESPONSIBILITIES

3.1 *The Site Services & Engineering Compliance Manager is responsible for:*

- Ensuring that the Environment Policy is communicated to all personnel;
- Ensuring that the Environment Policy is available to third parties on request;
- Communicating the site Aspects and Impacts Register to the Business Unit Departmental Managers, and the Business Unit Environment Champions;
- Communicating with the Business Unit Environment Champions regarding further information on the EMS as appropriate; and
- Where necessary, documenting and responding to communications from third parties regarding the environmental impact of the site.

2Issue No	:	1	Issued By	:	Fraser Troup	Position	:	Site Engineering Compliance Manager
Issue Date	:	2/8/2021						
Page	:	1 of 4	Approved By	:	Kevin Prior	Position	:	Site Services Manager

	Environmental Management System EN009
ENVIRONMENTAL COMMUNICATIONS	

3.2 *The Business Unit Environment Champions are responsible for:*

- Communicating relevant information on the aspects and impacts of the Company and other environmental information to the relevant personnel within the Business Unit they are responsible for;
- Referring any communication from third parties on the environmental impacts of the site to the Site Services & Engineering Compliance Manager;
- Communicating relevant information relating to their business unit to the Site Services & Engineering Compliance Manager; and
- Passing all relevant communications from personnel within their Business Unit to the Site Services & Engineering Compliance Manager

3.3 *Business Unit Departmental Managers are responsible for:*

- Communicating relevant information on the aspects and impacts of the company and other environmental information to the personnel he/she is responsible for; and
- Referring any communication from third parties on the environmental impacts of the site to the Site Services & Engineering Compliance Manager.

3.4 *All Personnel are responsible for:*

- Identifying to the Business Unit Environment Champion any areas where the environment impacts can be reduced.

4.0 PROCEDURE

4.1 *Internal Communications*

Internal communication is typically carried out in a variety of ways including noticeboards, IT servers, training (tool box talks), e-mails and meetings.

The Group Environment Policy and site Statement of Intent are communicated to all personnel in the Business Units through the use of notice boards.

High level EMS documentation including the Aspects & Impacts Register, Legal Register, and Objective & Targets will be provided by the Site Services & Engineering Compliance Manager to the Business Unit Departmental Managers.

The Business Unit Environment Champions will provide additional information to the Business Unit Departmental Managers as required, including but not limited to:

- Results of internal audits;
- Details of communications with third parties; and
- Reports of incidents on site.

Issue No	:	1	Issued By	:	Fraser Troup	Position	:	Site Engineering Compliance Manager
Issue Date	:	2/8/2021						
Page	:	2 of 4	Approved By	:	Kevin Prior	Position	:	Site Services Manager

ENVIRONMENTAL COMMUNICATIONS

The Business Unit Departmental Managers will communicate relevant information to the personnel that they are responsible for. Records of this communication will be provided to the Site Services & Engineering Compliance Manager.

Any relevant communication from site personnel will be passed to the Site Services & Engineering Compliance Manager who, in co-ordination with the Business Unit Environment Champions, will undertake the relevant actions if any, and will document this.

4.2 External Communications

All communications from third parties will be passed to the Site Services & Engineering Compliance Manager. Requests for environmental information will be considered and documents provided where appropriate. A record will be kept of the communication and the decision as to whether information was provided or not. Requests in writing for a copy of the Environment Policy will be honoured.

Communications from third parties that constitute complaints are dealt with as per the procedure set out in 4.3 below.

4.3 Complaints

Complaints from third parties will come through either the main switchboard, security, or main reception. Calls should be forwarded to Site Services (Kevin Prior : Ex3812) & SHE Compliance & Risk Manager (Fraser Troup) by email. If neither are available, the call should be logged and the details provided to the Site Services & Engineering Compliance Manager(s). The following details should be obtained from the complainant:

- Name and address;
- Telephone number;
- Nature of complaint (e.g. noise, odour, traffic, vibration, visual etc.); and
- Time of complaint and time / duration of issue occurring.

The details above will enable the Site Services & SHE Compliance & Risk Manager to undertake an investigation to be made into the operational conditions at the time of the perceived nuisance, and an assessment of the likelihood of the source being the Spalding site operations.

A complaint will be followed up within 24 hours; a response will be given to the complainant within 2 working days of the complaint.

Records will be kept of the initial complaint details, the investigation (including any operational data to support it), the findings, and the follow up communications with the complainant.

If the complaint is upheld, a Non-Conformance will be raised and actions taken to prevent the issue recurring. The Non-Conformance will be raised and followed up in accordance with procedure EN014 Corrective Actions.

Issue No	:	1	Issued By	:	Fraser Troup	Position	:	Site Engineering Compliance Manager
Issue Date	:	2/8/2021						
Page	:	3 of 4	Approved By	:	Kevin Prior	Position	:	Site Services Manager

ENVIRONMENTAL COMMUNICATIONS

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Issue No	:	1	Issued By	:	Fraser Troup	Position	:	Site Engineering Compliance Manager
Issue Date	:	2/8/2021						
Page	:	4 of 4	Approved By	:	Kevin Prior	Position	:	Site Services Manager