

EMS SP05 Environmental Communication

Version No: 1	Issued By: Operations Manager
Issue Date: 20th February 2022	

INTRODUCTION

This procedure describes how l'Anson Bros Ltd manages internal and external communication regarding the EMS. The levels of communication include internal communication to various levels within l'Anson Bros Ltd and communication to and from 3rd parties.

All procedures, documentation etc. referred to within this procedure are held in the Environmental Management System Folder on the computer system.

REFERENCES

NCIR - Non-conformance and Incident Report Form

EECF - External Communication or Complaint Form

EMS SP08 - Non-conformance, Corrective and Preventive Action Procedure

RESPONSIBILITIES

The Operations Manager is responsible for internal communication within l'Anson Bros Ltd, and to 3rd parties from the company. External communications on environmental issues received by the Managing Director or by the Production Manager will be recorded.

PROCEDURE

Internal communication

Issues will be communicated by the Operations Manager via e-mail.

Site issues will be communicated by the Production Manager via:

- EMS awareness training via induction
- EMS Management Review reports
- Internal Environmental Audits
- Shift logbooks/Operational meetings
- Contractor Induction Programmes
- Office notice boards

Staff can also communicate queries/feedback on the Environmental Management System through the Production Manager or to the Site EMS team.

Communication of an environmental incident or non-conformity (including any deviation from a site's PPC permit – see section below) should be made following the Non-conformance, Corrective and Preventive Action Procedure (EMS SP08) using the Non-Conformance and Incident Report Form NCIR.

External communication

l'Anson Bros Ltd has to communicate externally e.g. with regulatory bodies to comply with legal requirements and to report environmental incidents on site. Communication is also received from external sources; this may be a complaint or a general enquiry.

The following mechanisms are used to manage external communications regarding the EMS:

l'Anson Bros Ltd Environmental Management System

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Communication from l'Anson Bros Ltd to 3rd parties

- The Environmental Policy and other information about the EMS is provided to customers and suppliers upon request (this is the responsibility of the person engaging the contractor or supplier);
- The Environmental Policy is presented on the l'Anson Bros Ltd website and made available to interested parties upon request.
- The Environmental Policy is displayed prominently in the office reception, and around the site.
- l'Anson Bros Ltd does not communicate its Significant Aspects externally.

Communication from 3rd parties to l'Anson Bros Ltd

- Any complaint registered by a member of the public, customer, supplier or other party will be handled by the relevant manager using the External Environmental Communication Complaint Form (EECF).
- All such communications will be reviewed at the Site EMS Management Review meeting.

Communication in Respect of the PPC permit

Where notification of abnormal emissions to the Environmental Agency is required as per Section 5 of the Site PPC permit, the notification must be made using Schedule 1 of the Site Permit.

All communications on environmental matters to & from Regulatory bodies must be kept on file.