

[Organization logo]

[Organization name]

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PROCEDURE FOR COMMUNICATION

Code:	
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Created by:	
Approved by:	
Date of version:	
Signature:	

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Change history

Date	Version	Created by	Description of change
	0.1	14001Academy	Basic document outline

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1. Purpose, scope and users

The purpose of this procedure is to define the process of internal and external communication regarding policy and effectiveness of the EMS (*Environmental Management System*) and enable persons doing work under [organization name]'s control to contribute to continual improvement.

This procedure is applied to all processes of [organization name] within the scope of the EMS.

Users of this document are all employees of [organization name] inside the scope of the EMS.

2. Reference documents

- ISO 14001:2015, clauses 6.1.2; 7.4
- Environmental Manual
- List of Interested Parties, Legal and Other Requirements
- Environmental Policy
- Procedure for Document and Record Control
- Procedure for Identification and Evaluation of Environmental Aspects
- Procedures for Preparedness and Emergency Response

3. Internal and external communication

Regardless of type of communication, information must be:

- Clear and adequately explained so that [organization name] can accurately express its effectiveness
- Traceable
- Comparable

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3.1. Internal communication

Concerns associated with environmental issues raised by [organization name] employees will be directed to the [job title] by the following: [EMS Team member, employee suggestion box, internal e-mail system, and periodic superintendent meetings].

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Inquiries associated with environmental issues communicated by external parties should be forwarded to the [job title], who will notify the top management and take appropriate actions.

[Job title] will ensure that relevant information is disseminated among the various levels and

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regular management meetings, announcements via notice board, intranet, telephone, newsletters,

3.2. External communication

All external communications relating to [organization name] environmental performance must be referred to the [job title], who is responsible for responding to all such external communications.

[Job title] is responsible for providing the external interested parties with the Environmental Policy and other information relevant to the Environmental Management System as requested, in writing and or verbally.

Preparedness and Emergency Response.

Methods of external communication include but are not limited to: annual (or some other periodic)

[job title] must respond to external communications in free form, and keep records about them in the Communication Report.

3.3. Receiving, processing and responding to external interested parties' announcements

[Job title] is responsible for receiving and recording external announcements into the Incoming

in order to achieve traceability.

External interested parties' announcements are handled according to the Procedure for Document and Record Control.

3.4. Communication to external interested parties

[Job title] communicates information relevant to the EMS, according to compliance obligations, to external interested parties.

The communication must contain the following:

- Targeted group (who is being announced)
- Information about significant environmental aspects
- Information about organization EMS effectiveness

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4. Managing records kept on the basis of this document

Record name	Code	Storage			Responsibility
		Retention time	Location	Protection	
Incoming mail box (electronic form – Excel spreadsheet)		3 years	[in the computer of owner of document]	Only [job title] has the right to make entries into and changes to the incoming mail register.	[job title]
Communication Report	PR.07.1	1 year	[in the computer of [job title]]	Only [job title] has the right to make entries into and changes to the document	[job title]

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Only [job title] can grant other employees access to the records.

5. Appendices

- Appendix 1 – Communication Report