PROCEDURE FOR COMMUNICATION

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Signature: 

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Change history

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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 IMS (Integrated 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 IMS.

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

2. Reference documents

- ISO 9001:2015, clause 7.4
- ISO 14001:2015, clauses 6.1.2; 7.4
- Integrated Management System Manual
- List of Interested Parties, Legal and Other Requirements
- Quality Policy
- 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 expressed, so that [organization name] can accurately express its
- Relevant
- Comparable

3.1. Internal communication

Changes or additions to the quality and environmental policy and procedures will be communicated to the appropriate employees of [organization name] in the job title through a variety of methods, including notices in the e-mail system, and periodic superintendent meetings.

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[Job title] will ensure that relevant information is disseminated among the various levels and functions of [organization name] to ensure the effective communication of information relevant to
the IMS. This will be done through monthly e-mail bulletins, newsletters, notice boards, and via the
organisation’s intranet. The information will be reviewed and updated at least once every six months to
ensure its accuracy and completeness.
Objectives, and IMS effectiveness once a month.

3.2. External communication

All external communications relating to [organisation name] quality and environmental performance
should be submitted 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 Quality Policy and
Environmental Policy and other information relevant to the Integrated Management System as
required, in writing and/or verbally.

In the event of an environmental emergency or major environmental incident, employees are to
immediate action, contact the appropriate authority and follow the Procedures for
Preparedness and Emergency Response.

[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
Procedure for the Communicator. The [job title] is responsible for the content of the announcement
when it is received and the announcement referring to receiving identification of the announcement
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 externally the information relevant to the IMS, according to compliance
obligations, customer or interested parties’ complaints.

The communication regarding environment must contain the following:

- Targeted group (who is being announced)
- Date of the event
- Details of the location
- Contact details
- Frequency of the events
4. Managing records kept on the basis of this document

<table>
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<th>Record name</th>
<th>Code</th>
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<th>Retention time</th>
<th>Location</th>
<th>Protection</th>
<th>Responsibility</th>
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</thead>
<tbody>
<tr>
<td>Incoming mail box</td>
<td></td>
<td></td>
<td>3 years</td>
<td>[in the computer of owner of document]</td>
<td>Only [job title] has the right to make entries into and changes to the incoming mail register.</td>
<td>[job title]</td>
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<tr>
<td>(electronic form – Excel spreadsheet)</td>
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<tr>
<td>Communication Report</td>
<td>PR.06.1</td>
<td></td>
<td>1 year</td>
<td>[in the computer of [job title]]</td>
<td>Only [job title] has the right to make entries into and changes to the document</td>
<td>[job title]</td>
</tr>
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Only [job title] can grant other employees access to the records.

5. Appendices

- Appendix 1 – Communication Report