PROCEDURE FOR COMMUNICATION

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### Change history

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### Table of contents

1. PURPOSE, SCOPE AND USERS...................................................................................................................... 3
2. REFERENCE DOCUMENTS ............................................................................................................................... 3
3. INTERNAL AND EXTERNAL COMMUNICATION ................................................................................................... 3
   3.1. INTERNAL COMMUNICATION .................................................................................................................. 3
   3.2. EXTERNAL COMMUNICATION ............................................................................................................... 4
   3.3. RECEIVING, PROCESSING AND RESPONDING TO EXTERNAL INTERESTED PARTIES’ ANNOUNCEMENTS ...... 4
   3.4. COMMUNICATION TO EXTERNAL INTERESTED PARTIES ........................................................................ 4
4. MANAGING RECORDS KEPT ON THE BASIS OF THIS DOCUMENT ..................................................................... 5
5. APPENDICES.................................................................................................................................................. 5
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*).

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 14001:2004, clause 4.4.3
- Environmental Manual
- Environmental Policy
- Procedure for Document and Record Control
- 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
- [Incubation]
- Comparable

3.1. **Internal communication**

Concerns associated with environmental issues raised by [organization name] employees will be handled through the [organization name] communication system, and periodic superintendent meetings.

Changes or additions to the environmental policy and procedures will be communicated to the [organization name] employees through the job title’s e-mail or through meetings.

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 action.

Job title will ensure that relevant information is communicated to ensure the effectiveness of the EMS. This will be done through monthly e-mail bulletins, newsletters, notice boards, and via the green forum on the Intranet. Methods of internal communication include but are not limited to:

[Comment [1444]: E.g. [Incubation]
[Comment [1445]: E.g. Management representative
[Comment [1446]: Adapts to organization’s practice
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[Comment [1448]: [Incubation]
3.2. External communication

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

[Job title] is responsible for providing the external interested parties with the Environmental Policy as
requested, in writing and/or verbally.

In the event of an environmental emergency or major environmental incident, employees are to
consult with [job title] and follow the Procedures for Preparedness and Emergency Response.

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

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

[Job title] is responsible for receiving and recording external announcements into the [incoming
mailbox] and delivering them to [job title]. Depending on the content of the announcement, [job title]
proceeds as follows:

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

3.4. Communication to external interested parties

[Job title] decides whether to communicate significant environmental aspects to external interested
parties and creates the Decision on External Communication.

The announcement must contain the following:

- Targeted group (who is being announced)
- Other issues that significant environmental aspects
- Information about organization EMS effectiveness
- Information about organization EMS
effectiveness
- Proposal of strategy for improvement of EMS
effectiveness
- Information about organization EMS
effectiveness

Comment [14A10]: This is a practice.

Comment [14A11]: Adapt to organization’s practice.

Comment [14A12]: Adapt to organization’s practice.

Comment [14A13]:

Comment [14A14]: E.g. Waste
decrease, amounts of waste for recycling,
previous effectiveness

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4. Managing records kept on the basis of this document

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<td>PR.07.1</td>
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Only [job title] can grant [employees] access to the records.

5. Appendices

- Appendix 1 – Decision on External Communication