

# Communication

## Aim

The aim of this procedure is to ensure that there is a systematic response to all communications received by the Organisation from both within the company as well as from external parties.

## Scope

The procedure applies to the requirements for both internal and external communication.

## Responsibility

1. Any member of staff receiving complaints or communications from external parties shall pass them to the appropriate person for investigation and action.
2. The Management Representative has the main responsibility for responding to requests, but shall seek advice if necessary.
3. The Management Representative is responsible for circulating environmental information within the Organisation.

## Method

### Internal Communications

The requirements of the Management System and developments are communicated to all staff through one or several of these methods:

- Briefings and meetings
- Electronic means ( computer intranet system)
- Written memos (emails)
- Training
- The availability of Operating Procedures and Work Instructions
- Corrective Action Requests

### External Communications

Any member of staff receiving a complaint or a request for information about environmental performance from an external source shall direct them to the Management Representative, or if the Management Representative or a designated representative is unavailable, the Director/s.

Where appropriate, the Management Representative is authorised to release an 'uncontrolled' copy of the Policies or the Management System Manual.

In case of complaint, the details of the complaint shall be recorded in a system generated [Review](#):

- Complainant's name and contact details
  - Description of the nature of the complaint.
  - Date and time the incident occurred.
1. The complaint shall be investigated in sufficient detail for the likely source of the problem to be identified.
  2. The Management representative shall investigate the complaint; this shall include consideration as to whether the incident is likely to create an environmental hazard.
  3. The complaint shall be followed up as set out in [Corrective Action & Continual Improvement](#)
  4. The Management representative shall respond to the complainant.

### Communication with Regulatory Agencies

The Management Representative shall be the Organisation's representative in all dealings with the government's regulatory agencies, e.g. Environmental Protection Agency, local authority, etc

## Records

Records of Environmental Communication are maintained within the system [Review Register](#)