

4.4 IMPLEMENTATION AND OPERATION

4.4.3 COMMUNICATION

Auditor Name and Date: _____

Organization and Department Audited: _____

Personnel Interviewed: _____

STANDARD REQUIREMENTS

4.4.3 With regard to its environmental aspects and environmental management system, the organization shall establish, implement and maintain a procedure(s) for

Conforms (Y/N)

a) internal communication between the various levels and functions of the organization;	
b) receiving, documenting, and responding to relevant communication from external interested parties;	
The organization shall decide whether to communicate externally about its significant environmental aspects, and shall document its decision. If the decision is to communicate, the organization shall establish and implement a method(s) for external communication.	

NOTES:

OVERALL CONFORMANCE: YES NO

4.4.3 Communication: Supplemental Questions by Function		
<i>DEPUTY DIRECTOR</i>		OBJECTIVE EVIDENCE
a.	How are you informed of the environmental issues within the Division? How often does this take place?	
b.	What is the procedure for responding to concerns voiced by external interested parties (e.g., regulators, the public, etc.)? Who has responsibility for responding to such inquiries?	
c.	Describe your role in communicating environmental issues throughout the Division.	

<i>EMS REPRESENTATIVE</i>		OBJECTIVE EVIDENCE
a.	How is environmental information awareness reinforced throughout the organization? (newsletters, bulletin boards, staff meetings)	
b.	How are employees notified of new environmental requirements, programs, objectives and targets, and/or other information related to the EMS?	
c.	How does the Division communicate externally on its policy, environmental performance, and environmental aspects?	
d.	What external parties do you communicate with on a routine basis?	
e.	What is the procedure for responding to concerns voiced by external interested parties regarding environmental matters? Where is this process described?	
f.	Who has responsibility for responding to such inquiries? Where is this responsibility documented?	

NOTES:

4.4.3 Communication: Supplemental Questions by Function (cont.)

<i>SENIOR STAFF</i>		OBJECTIVE EVIDENCE
a.	What type of environmental information do you provide to the Deputy Director / external parties? (regulators, public, other organizations)	
b.	How are you made aware of new environmental requirements, programs, objectives and targets, and/or other information related to EMS?	
c.	Describe your role in communicating this information to your staff.	

<i>DIVISION PERSONNEL</i>		OBJECTIVE EVIDENCE
a.	How are you made aware of new environmental requirements, programs, objectives and targets, and/or other information related to EMS?	
b.	What sort of environmental information do you provide to your manager?	

NOTES:

DOCUMENTS:

- Procedures describing the organization's internal and external communication system.
- Documentation of the organization's decision on whether or not to externally communicate information on its significant aspects.
- Evidence that relevant communication of environmental information exists between different departments, divisions, offices, etc. (between various levels and functions).
- Evidence that inquiries from and responses to interested parties are documented.

EMS LINKS:

- Environmental Policy
- Environmental Aspects
- Objectives, Targets and Programs
- Competence Training and Awareness
- Management Review