



COMMUNICATION

STANDARD ENVIRONMENTAL OPERATING PROCEDURE

WASTE
REDUCTION
& DISPOSAL
DIVISION

ISO 14001- 4.4.3

1.0 PURPOSE AND SCOPE

1.1 This procedure is intended to establish a process for communication outreach and response to interested parties (external and internal) regarding the Waste Reduction and Disposal Division's (WRAD) Environmental Management System (EMS).

1.2 This procedure describes how the WRAD receives, documents and responds to communications from interested parties. In addition, it discusses proactive steps that WRAD takes to maintain a meaningful dialogue with interested parties on environmental matters.

2.0 RESPONSIBILITY AND AUTHORITY

2.1 Deputy Director, WRAD - is responsible for reviewing and approving communications with regulatory authorities to determine the appropriate response. The Deputy Director also approves any press releases or TV coverage regarding all issues within the WRAD.

2.2 Environmental Management Representative (EMR) - is responsible for receiving, documenting and responding to relevant communication from interested parties directly or via the Deputy Director or Section Managers regarding the Division's EMS.

2.3 Section Managers – are responsible for preparing responses to interested parties and forwarding EMS program inquiries to the EMR for documentation, response, and records retention.

3.0 PROCEDURE (General)

3.1 The WRAD uses a number of mechanisms to ensure effective communication with interested parties. These mechanisms include regulatory filings (such as permits, applications and reports), informational meetings and briefings, ESD's website, press releases, public meetings, landfill tours and conferences.

3.2 Inquiries and other communications (received by mail, email, fax, telephone, or in person) from interested parties concerning WRAD's environmental performance may be received by a number of WRAD representatives. Written communications on EMS matters are maintained under the WRAD document control system. The WRAD encourages feedback from interested parties on its EMS; its environmental performance and other related matters.

4.0 PROCEDURE (External Communication)

4.1 External inquiries or communications regarding the WRAD's EMS program shall be referred to the EMR who will log them into the Environmental Communications Log for tracking, resolution, and retention as EMS records.

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4.2 General rules for external communication require that the information provided by the organization be understandable and adequately explained to the recipients and presents an accurate and verifiable picture of the organization and its EMS, its environmental performance or other related matters. Outreach is conducted when considering changes at landfill sites that could have potential environmental impacts and are of high interest to stakeholders or other interested parties.

5.0 PROCEDURE (Internal Communication)

5.1 The WRAD utilizes a variety of methods to communicate its EMS internally including an EMS Website, emails, bulletin board postings, staff/shift meetings, department newsletters and area signage. General rules for internal communications require that the information provided be understandable and adequately explained to the recipients while presenting an accurate and verifiable picture of the WRAD and its EMS, its environmental performance or other related matters.

5.2 Ongoing EMS communications are conducted via emails, phones, memos, C/PARs and at EMS meetings thereby ensuring appropriate and timely responses are taken at the various levels of the WRAD's operations.

6.0 REFERENCES

EMS - Manual Section 4.4.3 "Communication"
WRAD SEOP 4.5.3 "Corrective and Preventive Action"
Operations Manual "Landfill Tours"

Prepared by: Environmental Management Representative
Reviewed by: Section Managers

Approved by: Steven F. Fontana
Deputy Environmental Services Director, Waste Reduction and Disposal Division

The on-line version located on the WRAD EMS Website is the control document. Controlled hardcopies will be identified by a "Controlled Copy" stamp (in red). All other hard copies are uncontrolled. For all hardcopy versions verify revision level status on-line or contact the EMR.