



Environmental, Health & Safety Management System (EMS)



External Communication Procedure

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1 PURPOSE

To facilitate an integrated EMS, this procedure has been written in accordance with ISO 14001 4.4.3, OHSAS 18001 4.4.3, R2:2013: Provision 1 and Iowa EMS (Element: Communication, Training and Awareness).

This procedure describes the proper channels for receiving, documenting, and responding to communications with external interested parties and regulatory agencies concerning Waste Commission of Scott County's EMS. This procedure also describes the Commission's community environmental awareness outreach efforts.

Citizen, business and community outreach is achieved by communicating the Commission's Environmental Health and Safety Management System (EMS) policy and educating on clean air, land and water, environmental stewardship and the importance of employee health & safety for the sustainable development of Waste Commission of Scott County.

2 SCOPE

This procedure applies to all Commission facilities, programs and employees—including contractors—when engaged in related work activities within the EMS fenceline.

3 RESPONSIBILITY

- 3.1 The EMR and Communication Coordinator are responsible for training Commission staff on the procedure for documenting an external inquiry.
- 3.2 The Communication Coordinator is responsible for:
 - Communicating with the public through media-related environmental inquiries.
 - Documenting external requests using Intelex, thus maintaining records.
 - Responding to agency inquiries, as appropriate. This includes providing information about the Commission's significant impacts upon request.
 - Communicating the EMS to external interested parties, as appropriate.
- 3.3 The Core Team is responsible for responding to inquiries of a Commission-wide nature, and for ensuring the intent of the EMS Policy is reflected in all procurement documents and given consideration in selection process.
- 3.4 The Director is responsible for inserting the EMS Policy in all relevant Commission contracts.
- 3.5 Facility Supervisors are responsible for communicating the EMS Policy to contractors working within the EMS fenceline.

4 PROCEDURES

- 4.1 External inquiries and the External Inquiry Communication Form
 - External inquiries from interested parties concerning the EMS may be received by any Commission employee. The Commission employee provides the information if known and documents the inquiry using the Commission's External Inquiry Communication Form. This form is then forwarded to the Communication Coordinator, who determines whether or not the inquiry is appropriate to add to Intelex. If the employee cannot respond to the inquiry, the employee forwards the inquiry to the Communication Coordinator. The Communication Coordinator responds as appropriate and documents the inquiry in Intelex if necessary. If the inquiry is of a Commission-wide nature, the Core Team shall be notified.
 - Depending on the type of inquiry, the Communication Coordinator and/or the Core Team will evaluate and determine the appropriate response to the inquiry.
 - External communication which requires Core Team response/action shall be completed within 30 days and the status of the issue updated in Intelex

at the conclusion of the 30 days. A communication record will not be closed in Intelex until response to the inquirer is confirmed.

- Records of all responses shall be maintained by the Communication Coordinator. When applicable, a copy of the response or explanation of the follow-through shall be provided to the person who received the initial inquiry. When appropriate, responses will be shared Commission-wide to educate staff members.

(External Inquiry Communication Form: Doc. No. 00137)

4.2 Environmental, Health & Safety Outreach

- The Commission has several facilities and programs that provide environmental, health & safety communication to external sources. These Commission facilities have many channels for communicating environmental, health & safety awareness to external sources.
- The Core Team is responsible for the EMS program and works with employees to conduct activities regarding environmental outreach efforts. These activities include inserting the EMS policy into relevant documents; participating in community events; updating the Commission website regarding EMS-related matters (www.wastecom.com/ehsms); providing tours and presentations; and coordinates media and advertising outreach.
- The Commission will communicate externally about its significant environmental aspects by posting to its Website the annual EMS report that it prepares for the Iowa Department of Natural Resources.

4.3 Visitors and Contractors

- Visits are documented in various ways.
- Visitors not in tour groups sign in upon arrival using the sign-in sheet provided.
- Visitors participating in tours are not required to sign in using the sign-sheet. Tour visitors are informed of appropriate policies and guidelines, and are documented by the staff member providing the tour, as needed.
- Visitors to and contractors at Commission facilities are presented with information about the EMS Policy and safety guidelines. This information may be in the form of an EMS brochure and/or a briefing with a Facility Supervisor or tour guide, as appropriate.

4.4 Emergency Communication

- Emergency contact information is placed near all Commission phones.
- An Emergency Response Guide is included in the Reference Binder located near all Commission phones. Guides also are placed throughout Commission facilities in areas where such information may be most needed.
- Commission staff receives training on Emergency Response and Remedial Action Plans (ERRAPs) to prepare them to communicate effectively in the event of an emergency.
- The Emergency Response Coordinator is the Director.

(Emergency Response Guide: Doc. No 01351; ERRAP – HHM: Doc. No. 01322; ERRAP – Landfill: Doc. No. 01320; ERRAP – MRF: Doc. No. 01321)

5 RELATED DOCUMENTATION

Definitions: Doc No. 01324

Electronic Demanufacturing Facility Emergency Response and Remedial Action Plan: Doc. No. 00146

ERRAP – HHM: Doc. No. 01322

ERRAP – Landfill: Doc. No. 01320

ERRAP – MRF: Doc. No. 01321

External Inquiry Communication Form: Doc. No. 00137

6 CHANGE HISTORY

8/2/2011 – Revision. Reviewed by: Kathy Morris, Keith Krambeck and Brian Seals.

10/19/2011 – Updated roles and responsibilities, related documentation and required the use of Intelx for certain actions. Reviewed by: Kathy Morris, Keith Krambeck, Brian Seals and Erin Vorac.

01/24/13— Updated roles and responsibilities; added formalized facility sign-in procedure (7.3); and updated definition of "interested party." Reviewed by Kathy Morris, Keith Krambeck, Bryce Stalcup, Brian Briggs, Kurt Liske and Brandy Welvaert.

01/17/14—Updates reflect an integrated EMS in accordance with ISO 14001, ISO 18001, R2:2013 and Iowa EMS standards. Updates responsibilities to reflect recent changes. Reviewed by Brian Briggs, Carrie Carlstrom, Keith Krambeck, Kurt Liske, Kathy Morris, Bryce Stalcup and Brandy Welvaert.

03/31/2014—Updated 4.3 to reflect how EMS/safety information is shared with outside parties. Remove reference to Outside Contractor Statement Receipt and Acknowledgement Form and add information about EMS brochure and briefing process. Updated 4.2 to include communication about significant impacts.

04/11/2014— Added related documents and document numbers within the text.
Reviewed by Brian Briggs, Carrie Carlstrom, Keith Krambeck, Kurt Liske, Kathy Morris,
Bryce Stalcup and Brandy Welvaert.