



## Environmental, Health & Safety Management System (EMS)

### Internal 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 methods in which the Waste Commission of Scott County (Commission) communicates internally about the Environmental Health & Safety Management System (EMS) program, and about workplace H&S issues.

### 2 SCOPE

This procedure applies to all Commission employees when engaged in Commission-related work activities, within the EMS fenceline.

### 3 RESPONSIBILITY

- 3.1 EMS Core Team is responsible for reviewing and responding to internal EMS inquiries with Commission-wide impact, and developing and implementing communication ideas and efforts.
- 3.2 Supervisors are responsible for supporting the EMS.
- 3.3 Environmental Management Representative (EMR) is responsible for delivering new employee EMS training, providing new employees with a copy of the EMS Policy and obtaining signatures of receipt. EMR also provides ongoing EMS

training and EMS communication tools.

- 3.4 Communication Coordinator is responsible for reviewing and responding to EMS inquiries and documenting internal inquiries using Intalex, thus maintaining records.
- 3.5 Administrative Services Coordinator is responsible for filing attendance documentation obtained during training sessions.
- 3.6 Following an incident or near miss within the Commission's EMS fenceline, staff at all levels takes responsibility for specific parts of incident reporting and investigation, hazard identification, risk assessment(s)—including assessing the risks of any suggested solution—and determination of controls. Staff at all levels has the responsibility to participate in root cause analysis following an incident, identify the need for corrective action, and find opportunities for continual improvement through the incident reporting process itself and specifically through the Commission's Safety Committee.
- 3.7 Supervisors and managers are responsible for communicating the ultimate results of investigations in a timely manner.

## 4 PROCEDURES

- 4.1 **EMS awareness:** The Commission recognizes the importance of communicating the EMS and its benefits internally to Commission staff members. The Core Team has identified the following internal EMS awareness and education components as internal communication elements:
  - EMS logo, "PROTECT. Our Earth, Health, Safety:." This logo was developed to visually depict the Commission's commitment to the EMS Policy and the EMS. This logo will be used to raise awareness of the Commission's EMS Policy and EMS on all internal and external documents related to the EMS and other internal and external communication tools, where applicable.
  - EMS Policy: The policy is distributed at new employee training and signed by the employee and filed in the employee's personnel file. The EMS Policy is available on the Commission's website, posted at all facilities and is registered as a controlled document in Intalex.
  - EMS training
  - Periodic updates – The Core Team provides periodic notices of EMS initiatives related to the Commission's EMS program. These notices may be provided through posters, promotional items, training, internal e-mail, [www.wastecom.com/ehsms](http://www.wastecom.com/ehsms) web page, toolbox talks, quarterly staff meetings, bulletin boards and/or bathroom stall fliers.

- 4.2 **Internal Communication Form:** Inquiries concerning the EMS are received by the Communication Coordinator using the Internal Inquiry Communication Form. Verbal inquiries are also documented using the Internal Inquiry Communication Form. The Communication Coordinator determines whether or not the inquiry is appropriate to add to Intelex. If the inquiry is of a Commission-wide nature, the Core Team shall be notified.

Internal 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 is confirmed.

Records of all responses shall be maintained by the Communication Coordinator. When appropriate, responses will be shared Commission-wide to educate staff members.

(Internal Communication Form, Doc. No. 00136)

- 4.3 **Incident Communication:** Commission staff uses the Incident Report Form to report incidents and near misses. The Incident Report Form triggers the use of the Incident Investigation Form, which is used for root-cause analysis and corrective action for all incidents. The Incident Communication Flowchart describes how information about these situations moves through the Commission to ensure that risks are acceptable and properly mitigated, and that appropriate controls are in place to protect worker health and safety and the environment.

(Incident Report Form: Doc. No. 01065; Incident Investigation Form: Doc. No. 01381; Incident Communication Flowchart: Doc. No. 01378)

## 5 RELATED DOCUMENTATION

Definitions: Doc. No. 01342

Environmental, Health and Safety Policy with Employee Signature: Doc. No. 00128

New Employee EMS Training PowerPoint Presentation

Internal Inquiry Communication Form: Doc. No. 00136

Incident Report Form: Doc. No. 01065

Incident Investigation Form: Doc. No. 01381

Incident Communication Flowchart: Doc. No. 01378

## 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 Intelex for certain actions. Reviewed by: Kathy Morris, Keith Krambeck, Brian Seals and Erin Vorac.

1/23/13 – Updated timeframe for training and clarified EMS update media.

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.

03/31/14—Updates reflect changes to incident reporting and investigation in accordance with the cited ISO and OHSAS standards. Adds Incident Report Form, Incident Investigation Form, and Incident Communication Flowchart to Related Documentation section. Reviewed by Brian Briggs, Carrie Carlstrom, Keith Krambeck, Kurt Liske, Kathy Morris, Bryce Stalcup and Brandy Welvaert.

04/11/14—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.