

SWWTD ENVIRONMENTAL MANAGEMENT SYSTEM



Name: External Communication Procedure <u>EMS 2002 -20. 8.2</u>	Revision #: 1
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Approved By: John E. Rhom, Plant Operations Superintendent	Effective Date: 06/17/2002
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1.0 Purpose

The purpose of this procedure is to define the steps that the Utilities follows to:

- (1) Control the receipt, documentation and response to external communications regarding the Utilities environmental aspects
- (2) Consider external communication procedure on significant environmental aspects
- (3) Document related decisions

2.0 Scope

ISO 14001, sub clause 4.4.3, with regard to external communication requires establishing processes on receiving, documenting and responding to communications from external interested parties.

3.0 Responsibility & Authority

- 3.1 The EMS Coordinator and Management Representative (or designee) investigates the need for external communication.
- 3.2 The Management Representative (or designee) authorizes prepared releases to the public.

4.0 Procedure: External Communication

- 4.1 Any staff member receiving a call about the Wastewater Treatment Division or Water Treatment Plant must log the following information in the Communication Log book (**EMS 2002-20.8 B**) by the corresponding phone: name, address, and phone number, date, and time, reason for call and where the call was referred to.
- 4.2 The call shall then be transferred to the appropriate personnel.
 - 4.2.1 If the person identified to handle the call is unavailable, the person who received the call must take a message for the individual and make sure the message is routed properly.
- 4.3 The person identified to handle the call shall address a caller's concerns and answer all questions as completely as possible.
 - 4.3.1 If the complaint is deemed to be a valid concern, immediately inform the Plant Operations Superintendent.

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4.1.1 The Plant Operations Superintendent or (designee) identifies the extent and/or impact of the problem or inquiry and determines what information needs to be communicated.

4.1.2 All communications with the caller must be logged in the Communication Log book with the corrective action taken, if the caller prompted any that.

4.1.3 The EMS Coordinator for review with the MRB and the EMS Team will obtain all copies of the WWTP and WTP Communication Log books.

4.2 Related Documents and Data

4.3 EMS External Communication (EMS 2002-20.8.1)