


Vacman Cleaning Ltd	
Environmental Management System	

Procedure Title: Communication		Procedure No: 1
Date issued: 03.04.04	Last revised: 22.9.05	Revision No: 05.0
ISO 14001 reference: 4.4.3, 4.4.6		
O M reference: None		
Related procedures:		
<ul style="list-style-type: none"> • Procedure 19 –Maintenance Register Legislation • Procedure 13 - Training • Procedure 2 - Contractor management on-site • Procedure 4 - Emergency response • Procedure 7 - Environmental Complaints • Procedure 9 – Site Management • Procedure 18 - Environmental Aspects and Impacts • Procedure 20 - Objectives and Targets • Procedure 21 - Management Programme 		

1. Purpose


- 1.1 To set out roles and responsibilities in connection with communications, both internal and external, with regards to the policy and practices of Vacman's environmental management system.

2. Scope

- 2.1 Communicating with employees on environmental matters.
- 2.2 Communicating with external interested parties, including suppliers, and clients on environmental matters, including matters pertaining to environmental legislative compliance.
- 2.3 Receiving, documenting and responding to relevant communications from external interested parties.

3. Definitions

- 3.1 Regulatory body – The Scottish Environment Protection Agency or any Local Authority who may have jurisdiction over particular environmental matters.
- 3.2 Official correspondence – any correspondence from Regulatory bodies or local authorities relating to environmental issues.
- 3.3 Interested party – individual or group concerned with or affected by the environmental performance of the company.

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3.4 Formal environmental communications – the passage of information regarding the organisation’s policies, practices or position, on matters relating to the environment and the company’s environmental management system, including compliance with environmental legislation.

3.5 Environmental complaint:

3.5.1 A documented critical observation or query about Vacman’s environmental aspects, policy, management system or performance, from interested parties requesting a response or remedial action, or otherwise worthy of response.

3.5.2 A complaint, verbal or otherwise, from an employee regarding environmental aspects and their management and to which the employee requires a resolution and/or which requires management consideration.

3.5.3 A complaint, verbal or otherwise, from an employee regarding an internal air quality or temperature that is unacceptable for working in or that otherwise requires senior management consideration.

4. Responsibilities

4.1 The Managing Director is responsible for authorising and maintaining a record of formal environmental communications and the responses.

4.2 The Managing Director or a nominated representative, is responsible for authorising and maintaining a record of official correspondence relating to environmental policy and related issues.

4.3 The Managing Director or nominated representative, is responsible for providing advice on content of communications and responses to official correspondence relating to the environment.


4.4 Site Supervisors are responsible for compiling information relating to progress towards environmental objectives and targets.

4.5 Area Supervisors are responsible for ensuring that Vacman’s environmental policy and employee responsibilities under the organisation’s environmental management system are communicated to employees within their line management function.

4.6 Site Supervisors , or nominated deputies, are responsible for reporting relevant site-based environmental performance information to the Area Supervisor.

4.7 Site Supervisors are responsible for communicating progress towards environmental objectives and targets to the building occupants.


4.8 Site Supervisors are responsible for ensuring prompt, accurate and satisfactory responses are delivered to regulatory correspondence and for reporting such events to the Area Supervisor.

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- 4.9 Site Supervisors are responsible for ensuring that all contractors, working on behalf of the Company, are informed of the Company's environmental policy and management system prior to commencement of their work.
- 4.10 It is the responsibility of all other employees to ensure that appropriate mechanisms are used to communicate with site visitors on issues relating to Vacman's environmental policy and management system.
- 4.11 It is the responsibility of all employees to communicate issues affecting the Company's environmental policy, or the performance of the environmental management system, to their Line Manager.

5. Procedure

- 5.1 All formal environmental communications must be authorised.
- 5.2 Appropriate advice will be sought on the content and dissemination of all formal environmental communications.
- 5.3 Consideration will be given to the environmental attributes of the communication media. The use of paper for internal and external communications will be minimised in favour of the use of electronic media and the worldwide web.
- 5.4 All means of communication of relevant environmental information to employees and external parties shall be used, including but not limited to:
- notice boards
 - employee newsletters
 - employee handbooks
 - workshops, seminars and other training events
 - worldwide web and other electronic media
 - informal discussions.
- 5.5 Where information for dissemination becomes available to the Site/Line Manager, it shall be communicated to employees at the next available site/team briefing or meeting.
- 5.6 Where employees have a particular requirement for improving their environmental awareness due to the nature of their activities, suitable workshops will be organised.
- 5.7 Any contractor working on Vacman's sites will be made aware of the organisation's environmental policy, relevant procedures and the standards of care with regards to the environmental protection expected under the Environmental Management System, before any work commences.

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- 5.8 All correspondence from regulatory authorities relating to suspected environmental offences will be treated as a complaint and prioritised for urgent action, in accordance with the relevant procedure. In all cases, the Managing Director will be informed immediately and action will be taken within 24 hours, or as soon as is reasonably practicable.
- 5.9 The Managing Director, or nominated representative, will be informed of all relevant communications from external interested parties. Where necessary, a response will be made within 28 days, or within the specified timescale, by the initial addressee if possible.
- 5.10 External interested parties will be periodically informed of developments in the environmental management system.
- 5.11 Correspondence falling into the category of a complaint or incident will be dealt with in accordance with the requirements of both this procedure and the procedure for Environmental Complaints.
- 5.12 Site Supervisors will retain records of all correspondence received and distributed to regulatory authorities for a period of five years.
- 5.13 A written summary of progress towards environmental objectives and targets will be compiled and disseminated by the Managing Director on a regular basis.

6. Further References

None

7. Record Forms

None.