SECTION E4- COMMUNICATION

OBJECTIVE

To establish the requirements for internal communication between the various levels and function of the organization, communication with contractors and other visitors to the workplace as well as receiving, documenting and responding to relevant communications from external parties.

RESPONSIBILITIES

The QE Manager is the Owner of this procedure and has overall responsibility and authority for its establishment, successful implementation and maintenance.

DEFINITIONS

1. Interested Party - An individual or group, inside or outside the workplace, concerned with or affected by the environmental performance of the organization.

2. Enquiry – Internal or External query/queries that may be related to the organization's environmental issues. It could be in the form of suggestions for improvement.

PROCEDURES

1. Environmental Communication Matrix

1.1 The QE Manager or Director-in-charge is responsible for communication on environmental related matters with key suppliers, contractors, regulatory agencies and customers. They shall ensure that the environmental manual, procedures and work instructions are updated on the intranet.

1.2 The QE Manager is responsible for internal communication of environmental information between various levels and functions within the organization.

1.3 The QE Manager is responsible for responding to any enquiry on environmental issues from interested parties. He/she shall take the approval from the Director-in-Charge on issues as and when required.

2. Internal Communication

2.1 The environmental policy, objectives and targets shall be deployed to all levels of the organization through the general environmental awareness training during new staff induction. For any update, the relevant Project Manager is responsible to inform their project team.

2.2 The QE Manager shall ensure that control measures for operations associated with significant environmental impacts and risks are being addressed in the respective operational control procedures and make the concerned staff aware of their roles and responsibilities in following the established procedures.

2.3 Project Manager and QE Manager shall identify, conduct and coordinate relevant environmental trainings for the employees as applicable.

2.4 Environmental system awareness, policy, objectives, promotion, performance indicators, significant aspects as well as other environmental related issues are communicated by any of the following (or other) means:

(a) Departmental meeting
(b) Notice boards
(c) Management Review
(d) Others, such as emails, circulars , intranet and website

3. External Communication

3.1 Any external communication/enquiry/complaint from interested parties concerning environmental issues shall be handled through the Feedback Report detailed in Procedure QE2: Feedback Reporting.

3.2 Communication on the organization's significant environmental impacts and risks as well as other environmental related matters may be carried out through various means such as official meetings and informal meetings between the organization's representatives and contractors.

3.3 Environmental policy and objectives shall be made available to the public (e.g. visitors, customers,) through company website as well as email.