



	Originator	Approved	Issued
Initials	SMP	ST	ST
Date	9/26/2014	12/15/2014	12/15/2014

TITLE: COFL-GTL-EP-4.4.3-1 Communication Procedure

Person responsible:	ESMS Coordinator		
Area of application:	Organization-wide		
Document location:	www.fortlauderdale.gov/ESMS		
Revisions			
Rev. No.	Date	Description	
001	8/7/15	Minor updates to document.	
002	7/19/16	Minor update to document.	
Recurring action items			
Activity	Responsibility	Frequency	
1. Review the thoroughness, effectiveness, availability and accessibility of both internal and external ESMS communication.	ESMS Core Team / ESMS Coordinator	Annually	
2. Maintain ESMS internal and external documentation.	Regional Wastewater Facility Manager, Public Affairs Office & ESMS Coordinator	Continual	
3. Ensure communication involving questions and complaints from employees, customers and general public is readily available.	ESMS Coordinator / Regional Wastewater Facility Manager	Continual	
4. Ensure communication of key ESMS information and messaging is updated, reinforced and consistent.	ESMS Coordinator / Regional Wastewater Facility Manager / GTL Team	Continual	



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1.0 Purpose

- 1.1 This procedure establishes **internal** and **external** communication practices related to environmental issues for GTL.

2.0 Scope

- 2.1 This procedure conforms to element 4.4.3 *Communication* of the ISO 14001:2004 standard, and covers operations within GTL.
- 2.2 This procedure has been written to facilitate two-way communication among employees of the City of Fort Lauderdale, stakeholders and its ESMS Core and GTL Teams.
- 2.3 This procedure shall document the decision whether to communicate externally about the significant environmental aspects for GTL and establish a method for this external communication. Refer to Memo: GTL ESMS Final Audit Result - External Communication

3.0 Responsibility

- 3.1 The **ESMS Core Team, Regional Wastewater Facility Manager and ESMS Coordinator** will oversee and coordinate the development, implementation and maintenance of ESMS channels of communication, both internal and external. This includes employee updates that may include but not be limited to such methods as memos, hand-outs, manuals, employee newsletters, posters, wallet cards, and web site postings.
- 3.2 The **ESMS Coordinator** is responsible for maintaining external communication and internal communication folders on the website: www.fortlauderdale.gov/esms.
- 3.3 The **Regional Wastewater Facility Manager** will oversee the environmental comments, inquiries and complaints communicated by customers and other external interested parties.
- 3.4 The **Regional Wastewater Facility Manager and GTL Team** will be responsible for representing the interests of GTL personnel as well as disseminating pertinent information.

4.0 Definitions

- 4.1 Refer to **COFL- GTL-ED -4.1-7 ESMS Related Definitions Procedure**



5.0 Process

5.1 Internal Communication

- 5.1.1 Suggestions, recommendations, issues, concerns, ideas, or any other activities associated with environmental and sustainability issues raised by employees will be relayed to the **Regional Wastewater Facility Manager** through any of the following means:
- a) Regional Chief Wastewater Operator
 - b) GTL Team member
 - c) Internal email system
 - d) Scheduled communication meetings
 - e) ESMS Coordinator
- 5.1.2 Changes to the Environmental Policy, to the list of significant aspects, and to ESMS procedures that will affect the daily activities of employees will be immediately communicated to the affected Regional Chief Wastewater Operator by the Regional Wastewater Facility Manager through the email system, meetings or other channels. Regional Chief Wastewater Operator will be responsible for and communicate the changes to their employees through training sessions, meetings or other channels.

COFL-GTL-ED-4.4.3-2 (F) Environmental Communication Occurrence

Template will be submitted for internal communications as a record and maintained on the internal communication folders on the www.fortlauderdale.gov/ESMS shared drive.

- 5.1.3 Whenever possible, the Public Affairs Office (coordinating with the ESMS Coordinator) will utilize existing media channels to communicate general information about the environment and the ESMS internally. These channels of communication may include but not be limited to the intranet, emails, postings, and newsletters. Environmental awareness topics may include but not be limited to the ESMS Policy, energy efficiency practices, recycling, significant environmental aspects, and other environmental policies and procedures.

5.2 External Communication

- 5.2.1 Environmental inquiries and complaints communicated by customers and other external interested parties will be overseen by the **ESMS Coordinator**. Inquiries will be documented in the LauderServ online system (<http://www.fortlauderdale.gov/customerservice/index.htm>). This information will include:
- a) Date and time of communication
 - b) Name and contact information



- c) Nature and location of inquiry
 - d) Service tracking
 - e) Closure
- 5.2.2 The **Water and Wastewater Treatment Manager** will be made immediately aware of external comment, inquiry or complaint that requires attention.
- 5.2.3 The ESMS Coordinator and Public Affairs Office are responsible for providing external interested parties with the Environmental Policy when requested in writing or verbally. The Environmental Policy is also posted on the City's website at www.fortlauderdale.gov/ESMS.
- 5.3 Methods for communicating and promoting the ESMS for the City of Fort Lauderdale will be considered by and recommended to the Management Representative, Regional Wastewater Facility Manager and ESMS Coordinator. It is agreed that proactive methods will increase the effectiveness of external communication and the ESMS. Methods of communication may include but not be limited to meetings and social media as appropriate.
- 5.4 Emergency Communication
- 5.4.1 In the event of an environmental emergency or accident, such as a spill, employees are to immediately contact the Regional Chief Wastewater Operator. The Regional Chief Wastewater Operator will follow the communication protocol detailed in the **COFL-GTL-EP-4.4.7-1 Emergency Preparedness and Response Procedure**. The City of Fort Lauderdale has specific emergency response plans and SOPs for Spill Containment.

6.0 References / Related Documents

- 6.1 COFL-GTL-ED-4.4.3-2 (F) Environmental Communication Occurrence Template
- 6.2 COFL-GTL-EP-4.4.7-1 Emergency Preparedness and Response Procedure
- 6.3 COFL- GTL-ED-4 4 3-3 Communication Annual Review Maintenance
- 6.4 GTL ESMS Final Audit Result- External Communication Memo