



Verification	Originator	Approved	Issued
Initials	JK	ST	ST
Date	8/29/2014	12/5/2014	12/15/2014

TITLE: COFL-FF-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	7/28/16	Minor text updates	
002			
Recurring action items			
Activity	Responsibility	Frequency	
1. Review the thoroughness, effectiveness, availability & accessibility of both internal and external ESMS communication. See 4.4.3-2 Communication Occurrence document.	ESMS Core Team/ ESMS Coordinator	Annually	
2. Maintain ESMS internal and external documentation.	ESMS Coordinator/Public Affairs Office	Ongoing	
3. Ensure communication involving questions and complaints from employees, customers and general public is readily available.	ESMS Coordinator/ Program Manager	Ongoing	
4. Ensure communication of key ESMS information and messaging is updated, reinforced and consistent.	ESMS Coordinator, Program Manager, FF Team	Monthly	



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1.0 Purpose

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

2.0 Scope

- 2.1 This procedure conforms to element 4.4.3 *Communication* of the ISO 14001:2004 standard, and covers operations within the Fleet Fenceline area.
- 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 **FF Teams**.
- 2.3 This procedure shall document the decision whether to communicate externally about the significant environmental aspects for the Fleet Fenceline and establish a method for this external communication.

3.0 Responsibility

- 3.1 The **ESMS Core Team, Program 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 **ESMS Coordinator** will oversee the environmental comments, inquiries and complaints communicated by external interested parties.
- 3.4 The **Program Manager and FF Team** will be responsible for representing the interests of their respective divisions' personnel as well as disseminating pertinent information to the divisions.



4.0 Definitions

- 4.1 Refer to **COFL-FF-EP -4.4.4-2 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 **Program Manager** through any of the following means:
- Area Supervisors** of the employees
 - FF Team** members
 - Internal email system
 - Scheduled **Area Supervisors** communication meetings
 - 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 **Area Supervisors** by the **Program Manager** and **ESMS Coordinator** through the email system, meetings or other channels. **Area Supervisors** will be responsible for and communicate the changes to their employees through training sessions, meetings or other channels.
- 5.1.3 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 ties 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:
- Date and time of communication
 - Name and contact information
 - Nature and location of inquiry
 - Service tracking
 - Closure



- 5.2.2 The **Program 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, Program 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 their **Area Supervisor**. The **Area Supervisor** will follow the communication protocol detailed in the **COFL-FF- EP-4.4.7-1 Emergency Preparedness and Response Procedure**.

6.0 References / Related Documents

- 6.1 COFL-FF-ED-4.4.7-1 Emergency Preparedness and Response Procedure
- 6.2 COFL-FF-ED-4.4.3-2 (F) Communication Occurrence Template
- 6.3 COFL-FF-ED-4.4.3-3 Communication Annual Review Maintenance