

QMS Procedure

7.4. Communication

Scope

1. Purpose

This procedure describes relevant internal and external communications relevant to the EQMS (Environmental Quality Management System).

2. Scope

This applies to all functions with J & E Hall International.

3. General

A variety of processes are used for internal communication on environmentally related matters. The effectiveness of these communication processes are evaluated on an ongoing basis, through environmental training programs, internal audits and inspections, and informal discussions.

Major topics of internal communication may include:

- HSQE policy;
- Objectives, and targets;
- Environmental management roles and responsibilities;
- The company's performance compared to environmental objectives and targets;
- Hazards and Emergencies.

Interested Parties, Individuals or groups with an interest in J & E Hall International's products, activities or services.

These parties include:

- Customers;
- Employees;
- Stockholders;
- Insurers;
- Regulators;
- Local residents;
- Environmental Groups;
- The General Public.

4. Reference

EN BS ISO9001 : Clause: 7.4

BS EN ISO14001 : Clause 7.4

5. Procedures

The procedure for developing and issuing communication is owned by individual department managers. Similarly, incoming communication is recorded and shared as appropriate internally.

J & E Hall International uses a number of ways to ensure effective communication with interested parties.

These include:

- Regulatory filings (such as permit applications and reports);
- Open houses;
- The media;
- Informal discussions with regulators;
- Community representatives;
- Local business leaders.

To gain the views of interested parties, J & E Hall International may use additional techniques, including (but not limited to) surveys, community advisory panels, newsletters, or informal meetings with representatives of external groups.

The selection of the most appropriate methods used for internal communication is left to the discretion of the responsible manager. Methods that are used for various types of communications include, but are not limited to, "All employee" meetings, Area environmental meetings, Workstation procedures, Notice boards, Memoranda and employee letters.

All employees are responsible for reporting environmental or health & safety hazards or emergencies (including spills and fires) immediately upon discovery. Such hazards are to be reported to the Line Manager/Supervisor. If necessary, such hazards must also be reported to the appropriate emergency contacts (as identified in the emergency response procedures).

The Line Managers in turn notify the HSQE Department.

As part of the Management Review process, the company evaluates proactive efforts to communicate with external parties. Based on this evaluation and other factors, J & E Hall International's management determines the need for outreach with external parties in the coming year and how such communications can be carried out most effectively.

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