

Example 27

PROCEDURE FOR EXTERNAL COMMUNICATIONS	Form 27 Completed by: <i>Jeff Miller</i> Date: <i>3/10/00</i>
<p>Document the procedure for relevant external communications received that relate to the company's aspects and EMS.</p>	
<p><i>Fort Anywhere Motor Pool</i> EMS Procedure #13: External Communications Issue Date: March 10, 2000</p>	
<p><u>I. Purpose</u></p>	
<p><i>To provide a standard procedure to ensure proper handling of relevant communications from external interested parties (e.g., customers, media, environmental groups, agencies) regarding environmental issues, including the company's environmental aspects and environmental management system.</i></p>	
<p><u>II. Definitions</u></p>	
<p>External Interested Parties - <i>company stakeholders such as the surrounding community, suppliers, customers, shareholders and environmental groups.</i></p>	
<p>Relevant Communications - <i>those verbal or written inquiries deemed appropriate for response based on company policy and concern for confidentiality.</i></p>	
<p><u>III. Supporting Documents</u></p>	
<p><u>Document Identification</u> (none)</p>	<p><u>Title</u></p>
<p><u>IV. Procedure</u></p>	
<p>1. <i>Inquiries and other communications (received by mail, fax, telephone, or in person) from external parties concerning the company's EMS or environmental aspects will be forwarded to the EMS Representative. In absence of the EMS Representative, all external communications will be delegated to the EMS Coordinator.</i></p>	
<p>2. <i>Based on the type of inquiry, the EMS Representative will either respond to or designate an appropriate individual to respond to each relevant communication.</i></p>	
<p>3. <i>The EMS Representative will maintain historical files of the types of communication received and the response to the inquiry.</i></p>	
<p>4. <i>The EMS Coordinator will receive and respond to employee concerns which arise during day-to-day operations and other major issues brought to his/her attention.</i></p>	
<p><i>Note: The Motor Pool will have available to the public (upon request) the Motor Pool's environmental policy.</i></p>	