



EPA Region 1 McCormack Federal Building

EMS Procedure

FY 2012

4.4.3 Communication

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Document location: The official controlled version of this document is the electronic version maintained on-line in the Lotus Notes Database.

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1.0 Purpose

- 1.1 The purpose of this procedure is to establish a process for outreach and communication with both internal and external parties regarding the EPA-NE Boston Office EMS.

2.0 Scope

- 2.1 This procedure describes how the Boston Office receives, documents, and responds to communications from external parties. In addition, it discusses proactive steps that the Boston Office takes to maintain a meaningful dialogue with external parties on environmental matters.
- 2.2 This procedure also describes the mechanisms in place at the Boston Office to communicate the EMS initiative, the environmental policy, and success in achieving objectives and targets to all Boston Office Employees.

3.0 Definitions

- 3.1 For definitions of common terms for EPA-NE Boston Office EMS procedures, refer to EMS document EMS Definitions.

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4.0 Approach

4.1 External Communications

4.1.1 Responses to communications from external parties:

4.1.1.1 EPA-NE makes available information on the Boston Office EMS on request to external parties, including the environmental policy, list of significant environmental aspects, EMS manual and other EMS documents.

4.1.1.2 In order to assure complete, accurate and consistent responses to inquiries and other communications from external parties, the EMS Coordinators will provide support to the Office of Public Affairs to review and coordinate communications to external parties concerning Boston's EMS or environmental performance. The EMS Coordinators may consult with the Director of OARM, or the Office of Public Affairs to finalize and distribute external communications.

4.1.2 Outreach to External Parties:

4.1.2.1 As a part of the Regional Assistance and Pollution Prevention program, and to educate the public and the regulated community about the Boston Office EMS, EPA-NE has developed and maintains an EMS page within the Regional Enforcement and Assistance web page which contains a broad spectrum of EMS references and links to other EMS assistance sites.

4.2 Internal EMS Communications are designed to achieve and maintain employee and on-site contractor awareness of the EMS and their role in it, and to facilitate dialogue between top management and staff responsible for implementing and maintaining the EMS.

4.2.1 Internal EMS Communications to employees and on-site contractors:

4.2.1.1 Means of communication include the EMS page of the EMS intranet site, printed posters, all-hands emails, Green Notes, and publication of articles in internal newsletters.

4.2.1.2 EMS awareness training covers the key elements of the EMS, including the environmental policy, and significant environmental aspects.

4.2.1.3 Operational controls identify responsibilities associated with managing significant environmental aspects. Responsibilities under operational controls are communicated to employees by their supervisors and to contractors through their contracting officer and project officer.

4.2.2 Internal Communication between top management and EMS Staff:

4.2.2.1 The Management Review process serves as a means of communication about the Boston Office EMS between top management (the REE and the EMS Board of Directors) and staff

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members with responsibility for implementing and maintaining the EMS, including the Director of OARM, the EMS Coordinator and EMS Team as a forum for evaluating the continuing suitability of the EMS and for identifying, reviewing and approving changes.

4.2.3 Reporting to Headquarters regarding EMS status:

4.2.3.1 In accordance with Executive Order 13514, "Strengthening Federal Environmental, Energy, and Transportation Management," the EMS Coordinators with the Director of OARM will report EMS status to EPA Headquarters via written reports.

5.0 Responsibilities

5.1 The REE and the EPA-NE Boston Office EMS Board of Directors are responsible for resolving any external communications issues elevated to it by the Director of OARM or the EMS Coordinator.

5.2 The Office Directors individually, acting as Directors of their respective Offices, are responsible for:

5.2.1 communicating with their Office employees, to ensure staff awareness of the EMS, and any applicable procedures and operational controls.

5.3 The Director of OARM is responsible for:

5.3.1 with the EMS Coordinator, reporting to the EMS Board of Directors on environmental performance and the ongoing effectiveness and suitability of the EMS;

5.3.2 communicating with employees across all Offices to ensure staff awareness of the EMS, and any applicable procedures and operational controls; and

5.3.3 allocating sufficient resources to assure the necessary data and information are available.

5.4 The EMS Coordinators are responsible for:

5.4.1 with support from the EMS Core Team, the Director of OARM, and the Office of Public Affairs, developing strategies and materials for internal and external EMS communication; and

5.4.2 providing support to the Office of Public Affairs in responding to inquiries about the EMS from external parties.

5.5 The Office of Public Affairs has primary responsibility for all external Agency communications.

5.6 The EMS Coordinators provide support and assistance in developing and delivering internal and external EMS communications.

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6.0 Distribution

- 6.1 The EMS Core Team's documentation lead has placed the most current version this procedure in an electronic repository. It is available electronically to users of the EPA Regional 1 intranet. Procedures are subject to revision. The EPA Intranet EMS Page (<http://r1-gis-web.r1.epa.gov:9876/oarm/ems/index.html>) has a link to the latest version.