**Purpose**

To describe the process for

1. internal communication among the various levels of the organization,
2. external communication relating to Veterans Alliance Resourcing’s environmental aspects, health and safety hazards, compliance obligations and its QEHSMS

**Responsibility and Authority**

The QEHS Management Representative shall have the responsibility and authority to ensure conformance to the activities described in this procedure.

**Procedure**

INTERNAL COMMUNICATION

1. With regard to its quality impacts, environmental aspects, health and safety hazards and QEHS management system, Veterans Alliance Resourcing shall use a variety of methods for internal communication between the various levels and functions of Veterans Alliance Resourcing, including verbally, written and by email. See Internal Communication Table below.
2. The QEHS Management Rep communicates the QEHS management system policy and details of the QEHS management system through employee trainings, bulletin board postings, monthly safety meetings and postings throughout the facility.
3. The QEHS Management Rep communicates QEHS performance and recommendations for improvement to top management through management review meetings.
4. The QEHS Management Rep communicates incident investigations and corrective actions from internal or external audits through management review meetings.
5. Employees communicate incident investigations, corrective actions or environmental, health and safety concerns by filling out the Corrective Action Report or via communication at monthly safety meetings.

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| **Internal Communication Table** | | | |  |
| ***What*** | ***When*** | ***With Whom*** | ***How*** | ***By Whom*** |
| QEHS Policy, EH&S Aspects and Hazards, Compliance Obligations, Roles and Responsibilities, QEHS Objectives, Emergency Preparedness, Incident Investigations, QEHS performance | New Hire Training, Refresher Training | Employees | Verbal – Training | Trainer |
| Incident Investigations | After completion of investigation of incident | Employees | Verbal – Training | QEHS Mgmt Rep |
| Audit Results | Management Review Meetings | Top Management | Verbal | QEHS Mgmt Rep |
| Results of Incident Investigations, Corrective Actions and Improvement Opportunities | Management Review Meetings | Top Management | Verbal | QEHS Mgmt Rep |
| Progress on objectives | Monthly | Employees | Posting in breakroom | QEHS Mgmt Rep |

EXTERNAL COMMUNICATION

1. Veterans Alliance Resourcing shall externally communicate information relevant to the QEHS management system according to the External Communication table below.
2. Veterans Alliance Resourcing shall document and respond to relevant communication received from external interested parties. Regulatory compliance issues and other relevant communication shall be recorded on the External Communication Log. Customer audits and tours of the Veterans Alliance Resourcing’s facility shall be recorded on the Visitor and Contractor Sign In Log.
3. Veterans Alliance Resourcing communicates EHS hazards and other requirements to contractors through the Visitor and Contractor EHS Requirements. The Veterans Alliance Resourcing employee whom the contractor is reporting to shall be responsible for consulting with contractors when there are changes that affect their health and safety risks the Visitor and Contractor EHS Requirements will be updated as necessary.
4. Veterans Alliance Resourcing requires all visitors to the facility to be accompanied by a Veterans Alliance Resourcing employee. Veterans Alliance Resourcing communicates EHS hazards and other requirements to visitors through the Visitor and Contractor EHS Requirements and through appropriate verbal communication.

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| **External Communication Table** | | | |  |
| ***What*** | ***When*** | ***With Whom*** | ***How*** | ***By Whom*** |
| QEHS Policy | At Sign In | External Providers, Contractors, Visitors | Visitor and Contractor EHS Requirements | Written |
| QEHS Policy and scope statement | Always | Interested Parties | Website | Written |
| Compliance Obligations | At Sign In | External Providers, Contractors, Visitors | Visitor and Contractor EHS Requirements | Written |
| Regulatory Reports | As required, See Compliance Obligation Summary List | Regulator | Written | QEHS Mgmt Rep |
| Emergency | As needed | Emergency Responders | Verbal | QEHS Mgmt Rep |

**Related and Supporting Documents**

7.4.3.1-F External Communication Log

7.2.4-F Visitor and Contractor Sign In Log

7.2.5-F Visitor and Contractor EHS Requirements

10.2.2-F Correction Action Report

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