

Communication

1.0 Purpose

The purpose of this procedure is to provide a system, and to assign responsibilities for internal and external communication regarding matters related to the various elements of integrated management system of KSPHC.

1.1 Application

This procedure is applicable for the communication processes that relate to:

- a) Internal communication regarding the effectiveness of the quality management system,
- b) Internal communication among the various levels and functions of the organization with regard to environmental aspects and environmental management system, and
- c) To receive, document and respond to relevant communication from external interested parties.

2.0 Responsibility

Sl. No.	Activity	Responsibility	
		Primary	Secondary
	Communicating information with regard to		
1	Significant environmental aspects including applicable legal and other requirements	Respective Functional / Site I/C	Respective Functional / Site I/C
2	IMS performance monitoring, audit and management reviews	MR	Respective HODs
3	IMS Objectives, targets and programs	MR	Respective HODs
	Internal reporting of		
4	Environmental aspects	Respective Functional / Site I/C	Respective Functional / Site I/C
5	Incident occurrence	Respective Functional / Site I/C.	Respective Functional / Site I/C
6	Nonconformity with regard to system requirements e.g. deviation from prescribed procedure as and when identified	Any employee who has noticed the Nonconformance.	Respective Site I/C / MR

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3.0 Terms and definitions

NIL

4.0 Procedures**4.1 Internal Communication**

MR communicates information and instructions regarding the following, to the various functional levels of the organization:

SI. No	Information	Communication media
1	IMS Policy	Display of posters at prominent locations
2	IMS Documentation	Hard copies of documents / Computer network.
3	Information about changes made to IMS documentation	E-mail / hard copy.
4	Awareness about OCPs / Work instructions.	Awareness training programs
5	Significant environmental aspects including applicable legal and other requirements	Hard copy / Awareness / training programs
6	IMS management systems monitoring, audit and management reviews	E-mail / intranet / Notice boards.
7	IMS Objectives, targets and programs	Intranet / Awareness programs

IMS related internal reporting is as follows:

SI. No	What is reported	Who has to report	To whom	How to report
1	New Environmental aspect	Respective Site I/C.	M.R	Oral / E-mail
2	Incident occurrence at site	Respective Site I/C.	M.R	E-mail
3	Nonconformity with regard IMS system requirements e.g. deviation from prescribed procedure as and when identified	Any employee who has noticed.	M.R	E-mail

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Sl. No	What is reported	Who has to report	To whom	How to report
4	Legal requirements and other requirements	M.R	To all concerned	E-mail / Training sessions.
5	Results of audits, Outcome of Management reviews,	M.R	To all concerned	E-Mail / Meetings / Notice boards.
6	OCPs, Objectives/ targets, Programs, IMS performance monitoring results.	M.R	To all concerned	E-Mail / Meetings / Notice boards.

4.2 Complaints and suggestions from employees

Personnel at all levels and functions are encouraged to report problems and concerns about IMS, and offer suggestions on how to improve performance. They may communicate those issues to their Site I/C / M.R.

4.3 External Communication

External communications include:

- a) Where determined by the organization, communicating to the external interested parties' information about the significant aspects, the management's decision in this regard is documented.
- b) Receiving, documenting and responding to the relevant communication from external interested parties.
- c) Reporting to statutory bodies as required

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4.3.1 Communication from Regulatory Authority

KSPHC Offices may receive any communication from the regulatory authority (Pollution Control Board, MoEF, Electrical Inspectorate etc.). Respective site I/C shall ensure it is immediately attended to. They shall communicate the same to M.R to ensure that response as required by the Regulatory Authority is given without undue delay.

In the event of the regulatory communication relates to new / changed regulatory compliance requirements, M.R shall ensure that the list of Legal and Other requirements are updated, and communicated to all the concerned.

During emergency, external communication to the concerned statutory and regulatory will be done as per the Emergency Plans.

4.3.2 Responding to external communication – interested parties

Communication may be received from external interested parties, whether written or verbal, whether in person or mail, the receiving KSPHC personnel shall ensure that it is communicated / forwarded to the M.R. M.R shall compile the communication information and shall evaluate its validity and respond to it as deemed necessary.

M.R shall determine the necessity, and accordingly inform the C&MD about the external communication received; appropriate actions decided by the top management shall be implemented.

4.3.3 External Communication of Significant Aspects.

The M.R shall identify which of the significant aspects that needs to be communicated to specific external interested party. The C&MD, through the management review procedure, will deliberate and decide on the need to communicate the identified significant aspect to the interested party. The decision is recorded in the minutes of the management review. The decision on the significant aspect may be reviewed at any subsequent management review on an as needed basis.

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5.0 Records

Sl. No	Name of the Record	Custodian	Minimum Retention Period
1	Copy of internal communications received	M.R	1 Year
2	Copy of internal reporting received	M.R	1 Year
3	External communications of from Regulatory Authority	M.R	**
4	External communication of other interested parties	M.R	**

****1 Year or as required on case-to-case basis, whichever is more**

6.0 Reference

- a) ISO 9001: 2008 Clause Number 5.5.3
- b) ISO 14001:2004 Clause Number 4.4.3
- c) IMS Manual section / Clause 7.1

7.0 Associated Documents

Procedure for control of records IMSP 02

8.0 Revision details

This document supersedes and replaces EMSP 07. This document being part of the integrated management system, it is designated as IMSP 04 and the revision status is set to "0".

Approved by : Chairman and Managing Director
