



Division of Operations Environmental Implementation Procedure
Bureau: Highway Maintenance

Date: 2/10/11

Procedure EIP-8

Revision: 3.1

Internal and External Communication and Reporting

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PURPOSE:

The purpose of this Environmental Implementation Procedure (EIP) is to establish, maintain, and document a program for internal and external communications related to NHDOT's environmental performance, legal and regulatory compliance, and EMS status.

RESPONSIBILITY:

Office of Stewardship and Compliance (OSC):

- Communicate new regulatory and policy information to Bureaus.
- Respond to inquiries and communicate NHDOT environmental information to external parties including stakeholders and the public.
- Develop a plan for annual reporting to external parties including AOC-required reporting.

Director/Bureau Administrator:

- Advocate effective communications among appropriate levels of Bureau staff, Bureau contractors, suppliers, regulatory agencies, and external stakeholders.
- Conduct or designate communications between the Bureau and the rest of NHDOT through OSC.
- Respond to inquiries received from the public and stakeholders.
- Encourage all employees to provide feedback and recommendations related to environmental performance and EMS.

Bureau EMS Coordinator:

- Develop a Bureau environmental communications plan with the Bureau EMS Team.
- Evaluate and address feedback, recommendations, and concerns brought forward by Bureau supervisors, employees, contractors, suppliers, regulatory agencies, and external stakeholders.
- Coordinate with OSC and Bureau management to disseminate information to internal and external parties about EMS implementation status and progress.

Bureau Employees:

- Communicate environmental concerns, problems, and suggestions to Bureau management and Bureau EMS Team.
- Relay environmental related public inquiries received during the course of work to Bureau Management and Bureau EMS Team.



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DOCUMENTS AND RECORDS:

- EIP-8-Form 8a Communication Plan Matrix
- EIP-8-Form 8b External Communications Log

PROCEDURE:

1. Develop specific strategies for:

Internal Communications

The Director, Bureau Administrator, OSC, and Bureau EMS Coordinator develop this strategy collectively. Topics to be communicated internally may include:

- The Environmental Policy.
- Each Bureau's significant aspects and impacts, current objectives and targets, and progress toward their implementation.
- Operational control procedures and work instructions related to EMS.
- Legal and regulatory requirements and the potential consequences of regulatory noncompliance.
- Pollution prevention policies and initiatives.
- Employee reporting of environmental concerns and suggestions for improvement.

Communications external to NHDOT

The Director, Bureau Administrator, OSC, and Public Information Officer develop this strategy collectively. Topics to communicate externally may include:

- The Environmental Policy.
- Information about NHDOT environmental performance.
- Pollution prevention policies and initiatives.
- Legal and regulatory requirements, compliance status, regulatory reporting, and the annual report required by Administrative Order of Consent.
- Complaints from the public, inquiries, and inspections from regulatory agencies,



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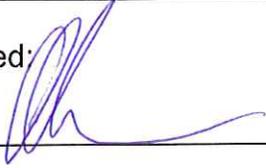
Communications with contractors and suppliers. OSC and the Bureau EMS Team develop this strategy collectively. Topics to be communicated may include:

- The Environmental Policy and NHDOT's environmental performance expectations.
 - Legal and regulatory requirements related to contractor/supplier activities.
 - Pollution prevention policies and initiatives affecting contractor/supplier activities.
 - Reporting of environmental concerns and setbacks (i.e., contractor-caused spills).
2. OSC and the Bureau EMS Team should define the target audience(s) for each type of information communicated.
 3. OSC and the Bureau EMS Team determine the preferred modes of communication for each element in the Communication Plan Matrix. These may include email communications, bulletin board postings, intranet and internet communications, written or verbal communications, formal and informal training sessions, on-the-job coaching, and contract language.
 4. The Bureau Administrator, OSC, and the Bureau EMS Coordinator should assign an individual to be responsible for managing internal and external communications.
 5. The EMS Team determines a frequency for routine communications, and time frames/deadlines to respond to external inquiries.
 6. OSC and the Bureau EMS Team use the External Communications Log (EIP-8-Form 8b) to track public and stakeholder inquiries, complaints, and all communications from regulatory agencies. The status of each inquiry should be monitored until the issue is sufficiently resolved.
 7. The Bureau EMS Coordinator maintains all documentation and key records generated as part of this EIP in accordance with EIP-9: Documentation, Document Control, and Records Management.



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Name _____	Revision Date: <u>2/10/11</u>
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