



STANDARD OPERATING PROCEDURE

Title: Internal and External Communication

SOP No.:		Department:	EHS
		Effective Date:	
Revision No.:		Revision Date:	
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1.0 OBJECTIVE:

To establish a system for internal and external communication regarding information on aspects and Environmental Management System (EMS).

2.0 SCOPE:

This procedure is applicable for internal communication of Environment Policy, objectives performance achievements and legislative requirements as well as external communications with legislative bodies and concerned interested parties. This procedure does not include communication in emergency conditions as the same is including in Environmental Procedure for Emergency Preparedness & Response.

3.0 RESPONSIBILITY:

Officer / Executive – EHS

4.0 ACCOUNTABILITY:

Head – EHS

5.0 ABBREVIATIONS:

EMS	Environmental Management System
HOD	Head of Department
ISO	International Organization for Standardization
Ltd.	Limited
MR	Management representative
No.	Number
SOP	Standard Operating Procedure

6.0 PROCEDURE:

6.1 ENVIRONMENT POLICY & OBJECTIVES:

6.1.1 Ensure that Environmental Policy & objectives are communicated by HR/EHS department to all employees.

6.1.2 QA should ensure availability of Environmental Policy / objectives to all external interested parties, when requested.

6.2 ENVIRONMENTAL PERFORMANCE:

6.2.1 Issue Environmental Management Program (s) and operational control procedures to concerned personnel.

6.2.2 QA/EHS department should organize training / seminar / meeting for Environmental awareness for all personnel and ensure implementation and training of Environmental Management Programme(s) and the operational control procedure in coordination with concerned HOD's.

6.2.3 Ensure that concerned personnel are trained in applicable operational control procedures.



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6.3 RESPONSE TO EMPLOYEE CONCERN:

EHS department should:

- 6.3.1** Receive concern of employees on Environmental Aspects /EMS if any.
- 6.3.2** Study the enquiry/ request and provide information desired and substantiate with data, wherever possible.
- 6.3.3** If issue requires awareness at a large scale in the organization, circulate details/hold meeting/ arrange training to concerned personnel in coordination with HOD's.
- 6.3.4** Keep records of all such circulars/meeting of Internal Communication on Environmental Issues in Internal Communication file.

6.4 INTERACTION WITH EXTERNAL / INTERESTED PARTIES:

Corporate HR & QA department

- 6.4.1** Keep statutory reports, as required under law available for verification by regulatory & legislative authorities.
- 6.4.2** Once a year, organize open day for contractors, vendors, others indirect parties neighboring organizations and general public to demonstrate efforts made by the company for implementing EMS.

6.5 RESPONSE TO EXTERNAL COMMUNICATION GENERAL:

Corporate HR department in consultation with EHS department

- 6.5.1** Review all environmental related external communication.
- 6.5.2** Review the communication by interaction with Concerned HOD/ Concerned Core Group Member. If required obtain clarifications from the interested party.
- 6.5.3** Send the response to concerned interested party.

6.6 RESPONSE TO EXTERNAL COMMUNICATION-LEGISLATIVE AUTHORITIES:

Corporate HR department in consultation with EHS department

- 6.6.1** Submit necessary reports / data and obtain applicable consent from regulatory and legislative authorities at the specified interval or as given in Legislative Register.



PHARMA DEVILS

ENVIRONMENT HEALTH SAFETY DEPARTMENT

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- 6.6.2** Submit operational consents after compiling data / clarifications from concerned Core Group Members and interact with Regulatory & Legislative Bodies.
- 6.6.3** Send the response to the external interested party and keep records on Environmental Issues in External Communication file for interested parties/ separate files maintained for communication or records keeping for complying with provisions under UEPPCB.
- 6.6.4** Once in six months, review all pending enquiries/ information desired by employees or external interested parties and take suitable necessary action for timely response.
- 6.6.5** All communications to be maintained as per **Annexure – 1** “COMMUNICATION REGISTER”

7.0 ANNEXURES:

ANNEXURE No.	TITLE OF ANNEXURE	FORMAT No.
Annexure-I	Communication Register	

ENCLOSURE: SOP Training Record

8.0 DISTRIBUTION:

- Controlled Copy No. 01 Quality Assurance
- Controlled Copy No. 02 Environment, Health & Safety
- Master Copy Quality Assurance

9.0 REFERENCES:

ISO 14001:2015 Environmental Management Systems (EMS).

10.0 REVISION HISTORY:

CHANGE HISTORY LOG

Revision No.	Change Control No.	Details of Changes	Reason for Change	Effective Date	Updated By

