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## 0 **SHOWING CONFORMANCE**

### 0.1 **Options**

- 0.1.1 There are three options to demonstrate conformance when applying this system support procedure:
- Follow the defined system support procedure using the recommended guidance and tools, including allowed variations and options.
  - Use an equivalent process and tool set generated elsewhere and document evidence of procedural equivalence.
  - Use an equivalent bespoke process and tool set for the project and document evidence of procedural equivalence.

## 1 **INTRODUCTION**

- 1.1.1 Effective communication of the principles, goals and outputs of the IPT's SMS and EMS will be essential to the success of managing safety and environmental risks. It is important to ensure that relevant responsibilities are understood and that actions are carried out in a coordinated and efficient way.
- 1.1.2 Information relating to individual projects needs to be communicated within the IPT and between IPTs as well as other parts of MOD.
- 1.1.3 External communication ie outside of the MOD, may also be required. This can include documenting and responding to safety and environmental information requested by interested parties which may be covered by the Freedom of Information Act or the Environmental Information Regulations.
- 1.1.4 External communication may also include liaising with public authorities on emergency planning and other relevant issues.
- 1.1.5 An IPT may also wish to proactively communicate on safety or environmental issues to a wider audience eg via a project or case file website.

Issue	Authorised by CESO DE&S	ISSUE LEVEL:	Release V2.2e/s
Approval	Authorised by DG S&E	DATE:	November 2007
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## 2 **PROCEDURE OBJECTIVES**

2.1.1 To establish, implement and maintain arrangements to:

- Proactively communicate environment and safety information to internal stakeholders.
- Respond to internal and external project related safety and environmental queries;
- Record inward and outward communications on safety and environmental issues, including those covered by the Freedom of Information Act or the Environmental Information Regulations;
- Record the IPT's decision on whether or not to report publicly on safety and environmental project information.

## 3 **RESPONSIBILITIES**

### 3.1 **Accountability**

3.1.1 The IPTL is accountable for the completion of this procedure.

### 3.2 **Procedure Management**

3.2.1 IPTLs may delegate the management of this procedure eg to the IPT's Environmental and Safety Focal Point(s).

### 3.3 **Procedure Completion**

3.3.1 Safety and Environmental Focal Point(s) are likely to be responsible for the completion of this procedure although this could be delegated to a third party if desired.

## 4 **WHEN**

4.1.1 For new projects this procedure should be undertaken as early as possible in the Concept Stage, prior to Initial Gate approval, and outputs maintained throughout the project.

## 5 **REQUIRED INPUTS**

- EMP01/F/01** – Register of Stakeholder Requirements and Information.
- Requests for information whether from internal or external sources.

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- c. Any existing communications arrangements within the IPT.

## 6 REQUIRED OUTPUTS

### 6.1 Documented arrangements for:

- a. Managing any planned internal or external communications on the IPT's SMS or EMS (**Form SSP01a/F/01 – Communications Plan**).
- b. Responding to internal and external queries on project related safety and environmental issues;
- c. Recording inward and outward communications (**Form SSP01a/F/02 – Communications Log**);
- d. Recording the IPT's decision on whether or not to report publicly on safety and environmental project information.

### OR

Equivalent actions and documentation that ASEG is satisfied achieve the same objectives.

## 7 DESCRIPTION

### Introduction

- 7.1.1 For the majority of projects a Communication Plan will be needed that identifies the need, timing, purpose and appropriate method(s) for communication with project stakeholders on safety and environmental issues. This plan can cover both safety and environmental communications or the IPT can develop separate plans for these issues.

### 7.2 Establish arrangements for managing planned communication

- 7.2.1 In order to manage planned communications the IPT will need to identify:

- Person or group(s) that will receive communications;
- The subject matter or issues on which to communicate;
- The frequency of the communications;
- The media to be used; and
- Person responsible for ensuring it happens.

- 7.2.2 **Form SSP01a/F/01 – Communications Plan** can be used to record this information. Section 10 of this procedure provides guidance on communications media and the type

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of information that an IPT may need to communicate.

7.2.3 The IPT should also consider the benefit of proactively communicating safety and environmental project information externally to the IPT and document its decision. If the IPT decides this is appropriate then the relevant details should be added to **Form SSP01a/F/01** - Communication Plan.

7.2.4 Note that MOD policy encourages regular contact with regulatory authorities, local authorities, and where appropriate, pressure groups and Non Governmental Organisations (NGOs).

### 7.3 Establish arrangements for managing unplanned communications

7.3.1 In addition to the communications that are planned throughout the project there may be a need for additional communications in response to requests for information, complaints or enquiries either from internal or external sources. The IPT needs to ensure that such unplanned communications are properly managed.

7.3.2 The arrangements for ensuring this is carried out should ensure that all external requests for information, including those received from the press or TV, are replied to in accordance with existing MOD FOI and EIR policies ie that IPTs do not respond to requests for safety or environmental information without consulting and agreeing subsequent communications with the relevant FOI desk.

7.3.3 For requests that require a less than straightforward response the IPT may want to consult the Safety and Environmental Committee, ASEG or other advisors before responding in full.

7.3.4 As some requests for information may be received by third parties working on behalf of the IPT the IPT should ensure that such parties are aware of the MOD requirements for responses under FOI and EIR.

### 7.4 Establish arrangements for recording inward and outward communications

7.4.1 The IPT should establish a log for recording:

- External requests for safety or environmental information and any subsequent responses (to show compliance with the Freedom of Information Act or the Environmental Information Regulations);
- Communications to and from public or regulatory authorities; and
- Any other internal or external environmental and safety communications that the IPT considers should be formally recorded.

7.4.2 **Form SSP01a/F/02** – Communications Log can be used as a means of recording such communications.

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7.4.3 Copies of logged communications should be kept by the IPT and their location recorded in the Communications Log.

## 8 RECORDS AND PROJECT DOCUMENTATION

8.1.1 A copy of the information produced by following this procedure should be stored in the Project Environmental Case.

## 9 RECOMMENDED TOOLS AND FORMS

- a. **Form SSP01a/F/01** – Communications Plan
- b. **Form SSP01a/F/02** – Communications Log

## 10 GUIDANCE

### 10.1 General

10.1.1 General advice on project communication can be found in the ISO14001 and ISO14004 Standard, OHSAS 18001 and various sections of JSP418. The BS ISO14063 Environmental Management – Environmental Communication – Guidelines and Examples is also a useful reference.

10.1.2 If an existing project management system or procedures (eg ISO 9001) covers communication activities, the IPT can decide to follow these instead of this procedure so long as ASEG is satisfied that they meet the same objectives.

10.1.3 Communications media that an IPT may use to communicate on safety and environmental issues include:

- Notice boards;
- Direct contact;
- Meetings;
- Telephone;
- Emails;
- Memos;
- Intranet or internet;
- IPT newsletter

10.1.4 The type and extent of communications required will vary between projects and IPTs and will probably include some or all of the following:

- MOD's Safety and Environmental Policies;

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- Project environmental and safety policies (where these exist);
- Project-related safety hazards and risks and environmental aspects and impacts;
- Project related environmental and safety legal and non-legal standards;
- Planned/current improvements or mitigation measures;
- Information on project and equipment system environmental and safety performance;
- Results of audits; and
- Changes in safety and environmental management system documentation or requirements;

10.1.5 The need to communicate with public and civil authorities on emergency planning and other relevant issues should also be considered. For example, if the equipment is to be based at a specific location and is likely to produce noise emissions that could affect nearby residences, the relevant authorities should be informed. Similarly, there may be a need to produce and communicate an emergency response plan if the equipment may give rise to significant safety or environmental hazards at a specific location.

10.1.6 Additional advice and guidance on the MOD's response to the Freedom of Information Act is available from [www.foi@mod.uk](mailto:www.foi@mod.uk)

## 10.2 Warnings and Potential Project Risks

10.2.1 Communication is an essential part of any Safety or Environmental Management System. If lines of communication are not agreed and documented from the commencement of the project there may be delays and misunderstandings later in the project.

10.2.2 Logging and tracking of communications and related responses are necessary to ensure that appropriate information is released or provided to relevant parties in a timely manner, and that significant communications are appropriately authorised.

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Form SSP01a/F/01 – Communications Plan							
<b>Project Title:</b>							
<b>IPT:</b>							
<b>Completed by:</b>			<b>Date:</b>				
<b>Reviewed by:</b>			<b>Date:</b>				
Ref Stakeholder Register(s) (EMP01/F/01 and SMP01/F/01)	to Stakeholder	Issue/information to be communicated	Frequency of communication	Date for communication	Media to be used	Person responsible	Security issues

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Form SSP01a/F/02 – Communications Log								
Date	To	From	Method of communication (letter, fax, email etc)	Subject(s) covered	Person who received enquiry	Person who responded to enquiry	Response date	Documents stored at:

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