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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 requirements of the POSMS and POEMS will be essential to their successful implementation by IPTs.
- 1.1.2 There is also a need for information directly or indirectly relating to POSMS and POEMS manuals to be communicated throughout the Acquisition Community to ensure that IPTs and other groups know about the latest developments, sources of further guidance, training courses, best practice etc.
- 1.1.3 External communication i.e. outside of the MOD, may also be required. This can include documenting and responding to safety and environmental relevant information requested by interested parties which may be covered by the Freedom of Information Act or the Environmental Information Regulations.

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:

- a. Ensure that IPTs and any third parties know where they can access the latest versions of POSMS and POEMS;
- b. Proactively communicate on issues directly or indirectly related to POEMS and POSMS to IPTs and relevant stakeholders;
- c. Respond to POEMS and POSMS related queries received from IPTs and other sources; and
- d. Record inward and outward communications on safety and environmental issues, including those covered by the Freedom of Information Act or the Environmental Information Regulations.

3 **RESPONSIBILITIES**

3.1 **Accountability**

3.1.1 Overall responsibility for ensuring this procedure is carried out lies with ASEG.

3.2 **Procedure Management**

3.2.1 ASEG will be responsible for the management of this procedure.

3.3 **Procedure Completion**

3.3.1 ASEG will be responsible for the completion of this procedure.

4 **WHEN**

4.1 The applicability of this procedure is ongoing from the introduction of the POSMS and POEMS.

5 **REQUIRED INPUTS**

- a. Any existing communications arrangements within ASEG.

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6 REQUIRED OUTPUTS

6.1 Documented arrangements for:

- a. Managing planned internal and external communications, about the POEMS and POSMS (**Form SSP01b/F/01 – Communications Plan**);
- b. Responding to POEMS and POSMS related queries received from both internal and external sources;
- c. Recording inward and outward communications (**Form SSP01b/F/02 – Communications Log**);

OR

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

7 DESCRIPTION

7.1 Planned communications with IPTs and other relevant stakeholders

7.1.1 ASEG needs to ensure that the latest versions of POSMS and POEMS (the manuals, procedures, tools and guidance) are available to all IPTs and any other relevant stakeholders. There may also be a need for communications on related issues such as:

- Any revisions or modification to POSMS and/or POEMS;
- POSMS and POEMS awareness material (eg Green and White Book)
- Information on relevant training courses;
- Best practice guidance for implementing POSMS and POEMS;
- Availability of guidance for implementing POSMS and POEMS.

7.1.2 In order to manage this process ASEG should 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.

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7.1.3 **Form SSP01b/F/01** – Communications Plan can be used to record this information.

7.2 **Establish arrangements for system for managing unplanned communications**

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

7.2.2 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 ASEG and IPTs do not respond to requests for safety or environmental information without first consulting the relevant FOI desk.

7.2.3 As some requests for information may be received by third parties working on behalf of ASEG eg contractors and consultants, ASEG should ensure that such parties are aware of the MOD requirements for responses under FOI and EIR.

7.3 **Establish arrangements for recording inward and outward communications**

7.3.1 ASEG 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);
- Internal (ie within MOD) communications relating directly or indirectly to POSMS and POEMS eg reissue of manuals.
- Any other environmental and safety communications that the IPT considers should be formally recorded.

7.3.2 **Form SSP01b/F/02** – Communications Log can be used as a means of recording such communications.

7.3.3 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 ASEG should ensure that any records and documents produced from following this procedure are stored and maintained.

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9 RECOMMENDED TOOLS AND FORMS

- a. **Form SSP01b/F/01** – Communications Plan
- b. **Form SSP01b/F/02** – Communications Log

10 GUIDANCE

10.1 General

- 10.1.1 General advice on project communication can be found in the ISO 14001 and ISO 14004 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 ASEG already have communications policies, plans or logs then these may be used as an alternative to this procedure so long as ASEG deems them equivalent ie that they meet the same objectives as this procedure.
- 10.1.3 It should be noted that MOD policy encourages regular contact with regulatory authorities, local authorities, and where appropriate, pressure groups and Non Governmental Organisations (NGOs). ASEG will therefore consider communicating the safety and environmental management work being undertaken in DE&S more widely and include this within its communication system where relevant.

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 SSP01b/F/01 – Communications Plan							
Completed by:			Date:				
Reviewed by:			Date:				
Ref to Stakeholder Register(s) (EMP01/F/01 and SMP01/F/01)	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 SSP01b/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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