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| **INTEGRATED SYSTEM PROCEDURE**  INTERNALANDEXTERNAL COMMUNICATION |

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1. **Purpose**

This procedure is to define ways and means by which company shall ensure effective and timely communication of Integrated Management System and related information inside / outside of Bin Rasheed Colors & Chemicals & Pakistan coating Chemicals. This includes necessary communication control within departments and with all stake holders.

1. **Scope**

The applicability of this procedure is in all areas and departments of Bin Rasheed Colors & Chemicals & Pakistan coating chemicals that comes under the scope of Integrated Management System.

1. **Responsibility**
   1. Head of Departments (HODs)
   2. Compliance team
2. **Procedure**

A variety of processes are used for internal / external communication on matters regarding Integrated Management System.

* 1. **Internal Communication**
     1. Major topics of internal communication include:

1. Production Plans
2. Compliance requirements for concerned departmental head
3. QHSE policies, instructions, objectives and targets
4. QHSE roles and responsibilities
5. Organizational performance compared to QHSE objectives and targets
6. Integrated System Procedures and emergency situations
7. Legal requirements for related functions
8. Meeting/Training intimations
   * 1. Department Heads are responsible for communicating Integrated System Procedures (and any changes to the procedures), to the workers operating in their concerned areas.
     2. All employees are responsible for reporting QHSE problems or emergencies (including fire, bomb threat, boiler / compressor explosion etc.) immediately upon discovery, to their concerned managers.
     3. Compliance team shall track the investigation and correction (as needed) for all reported problems, as and when communicated to him.
     4. Communication of the results of investigating / correcting reported problems shall be the responsibility of the concerned manager.
   1. **External Communication**
      1. General rules for external communication shall require that the information provided by the company;
9. Be understandable and adequately explained to recipient
10. Present an accurate and verifiable picture of the company and its Integrated Management System or other related matters
    * 1. Inquiries and other communication (received by mail, fax, telephone or in person) from external parties concerning company’s quality, health, safety or environment performance may be received by a number of company’s representatives.
    1. **Internal and External Communication Mechanism**

Selection of the most appropriate mechanisms used for internal communication is left to the discretion of the responsible head. Mechanism that shall be used for the various types of communication includes, but not limited to:

* 1. Notice Boards
  2. Intercom
  3. Display Boards / Safety signs
  4. Electronic Mail (Internet and intranet)
  5. Inter Office Memos
  6. Formal / In Formal Meetings
  7. Company Published Material
  8. Soft sharing applications (DropBox, OneDrive or Google drive Etc.)
  9. WhatsApp (Individual/Grouped Chat Messages)

External Communication mechanisms, used for the various types of communication includes, but not limited to:

* 1. Electronic Mail
  2. Postal Mails
  3. Tele Phone
  4. Fax
  5. Meetings
  6. Company Published Material
  7. Company Website and Social Media
  8. Documented information in hard form
  9. WhatsApp Messages
     1. **Notice Boards**

Company Notice board facilitates in-house communications. A section is reserved for personal notices and advertisements by employees. However, Administration Department approves all personal notices if any.

Normally, employee personal notices may be posted for a period of maximum one week or as per requirement. All personal notices approved for posting must have date inserted on them.

* + 1. **Electronic Mail**

Company has various email groups for ease of communication between the departments and between different regions. These email groups for business correspondences only. It is also the responsibility of the employees to ensure that all the equipment is operational and in good working condition. Antivirus must be installed and updated regularly as it has an impact on the internal communication of the company. Also the backup of the computer are taken regularly if required.

* + 1. **Meetings (Internally & Externally)**

When meetings (internally & externally) are required for specific purpose communication meeting agenda is properly communicated to all the concerned personnel. Minutes of meeting are recorded and Documented information of participants is maintained. Decisions taken in the meeting are assigned to the concerned personnel with target date and follow ups are taken on the actions taken to check the effectiveness of the actions taken.

* + 1. **WhatsApp Messages**

Official whatsApp groups created by management of BRCC & PCC to communicate inside company and for external communication whatsapp also used.

1. **AssociatedDocumented information**
   1. Minutes of Meetings
   2. Inter-office Memo

**Amendment History Record**

| **Revision Number** | **DCR Number** | **Section** | **Amended Text** |
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