

	ISO 14001:2015 ENVIRONMENTAL MANAGEMENT SYSTEM	Doc Number	EM-PR 08 A
	<p style="text-align: center;"><u>COMMUNICATION</u></p>	Compiled By	OBS
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1.0 Purpose

The purpose of this procedure is to ensure effective and timely communication of environmental matters and related information within KDG LOGISTICS and to external parties.

2.0 Scope

This procedure describes the processes for internal communication on KDG LOGISTICS's Environmental Management System, as well as how KDG LOGISTICS receives documents and responds to communications from external parties. In addition, it discusses pro-active steps that KDG LOGISTICS takes to maintain a meaningful dialogue with external parties on environmental matters.

3.0 References:

Environmental Policy

Statement by the organisation of its intentions and principles in relation to its overall environmental performance, which provides a framework for action and for the setting of its environmental objectives and targets.

Interested and Affected Parties

An individual or group of individuals concerned with, or affected by the environmental performance of the organisation.

4.0 Responsibilities

The Management Representative will decide on the topics and frequency of internal communication.

The Management Representative will communicate the environmental policy, specifications and recommendations for storage areas to clients, contractors, suppliers and other interested parties where applicable.

4.1 Internal Communication

Internal communication on relevant aspects of KDG LOGISTICS's Environmental Management System will be done via monthly management meetings, e-mail, informal discussions, memoranda and letters.

4.2 External communication

4.2.1 Topics

Topics of external communication will be limited to:

- KDG LOGISTICS's environmental policy.
- Specification on product use to clients.
- Significant environmental aspects.

Communication of KDG LOGISTICS's environmental policy

The environmental policy will initially be communicated to all suppliers, contractors and clients via letter. It is advisable that these letters be signed and returned to KDG LOGISTICS for record purposes. This process will, in future also be applicable to new suppliers, contractors and clients.

Significant environmental aspects

Information with regards to the significant environmental aspects of KDG LOGISTICS will be communicated to interested parties as and when requested.

4.2.2 Methods of external communication

Methods of external communication will include: (Information leaflets, Formal letters, E-mails, Faxes).

Inquiries and other communications from external parties (via mail, fax, telephone, or in person) concerning KDG LOGISTICS's Environmental Management System may from time to time be received by the Management Representative. Any views or perspectives received from interested and affected parties must be communicated to the Management Representative. The Management Representative will review such communications and will determine appropriate responses. The Management Representative will maintain copies of all written communications on environmental matters. All records of external communications are maintained. (Identification of Interested and Affected parties).