	ENVIRONMENTAL, OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM PROCEDURE	Doc. No. : EOHSP-07
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1.0 PURPOSE:

To establish, implement & maintain a Procedure for Communication, participation and consultation with regard to EOHS Aspects / Hazards and Environmental, Occupational Health & Safety Management System.

2.0 SCOPE:

This procedure is applicable to the Internal and External Communication and consultation with interested parties for the Activities, Processes, Products & Services of KFL covered under Environmental, Occupational Health & Safety Management System.

3.0 RESPONSIBILITY:

As defined in the table below.

4.0 DEFINITION:

Communication: It is the process of meaningful interaction among persons of an organization & external interested parties related to EOHS Management System.

5.0 PROCEDURE:

5.1 The Communication with Internal and External Agencies shall be done in order to ensure that:

- A. Internal functions at various levels are aware of the EOHS Management System including the Significant Aspects / Hazards in their working area.
- B. The Communication from Interested Parties are received, documented and responded to the concerned.
- C. Processes for Communication with External Interested Parties on Significant Environmental Aspects/ hazards are considered.

5.2 The decisions taken regarding the concerned EOHS Issues raised by any of the Interested Parties shall be routed through EOHS MR.

5.3 The following table shows the various methods by which the Internal and external communication is established and the responsibility for the same.

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Date	02.04.2012	02.04.2012	02.04.2012

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5.3.1 INTERNAL COMMUNICATION

S.No.	Topic For Communication	Personnel To Be Communicated	Resp. For Communication	Mode Of Communication
1.	Awareness on the purpose of EOHS Management System	All Employees	EOHS MR & CFT	Notice Board & Training Programme
2.	EOHS Policy	All Employees	EOHS MR, Dept Head	Poster, Cards, Display boards & Training
3.	Role & Responsibility	Concerned Employees	Respective Head of the Departments & HR	Work Instruction / Procedures
4.	Objectives And Targets	All employees	Respective Head of the Departments	Group Discussion, Management Review Meeting, Posters
5.	EOHS Issues	Concerned Div. Heads	EOHS MR	Emails, Minutes of Meetings, Notes Presentation.
6.	Legal and other regulatory requirements.	Concerned Employees	Legal Team	Mail mentioning legal requirement, Minute of Meeting.
7.	EOHS Performance	Management Review Committee	EOHS MR	Management Review Meeting


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5.3.2 EXTERNAL COMMUNICATION

S.No.	Interested Party	Topic For Communication	Mode Of Communication	Resp. of Receiving, Recording and Communicating
1.	Customer	Any relevant Information as required by the Customer	Verbal/ Letter/ emails	Marketing
2.	Local Community	Any EOHS Concerns raised	Verbal / Letter/ emails	HR
3.	Supplier	Request for improving Environmental & Safety Protection. Any Other Issues raised Significant Impacts / Risks from their operations.	Letter/ emails	Purchase
4.	Visitors / Contractor's	Request for improving Environmental Protection Any Other Issues raised. Significant Impacts / Risks from their operations.	Verbal/ Letter / Notice board/emails	Concern HOD's
5.	Banks & Insurers	Relevant Information as required	Letter/emails	Finance
6.	Media	Initiatives taken by Organization & Subsequent Development	Press-Release, Interviews, Presentation at Seminar/websites	Director

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7.	Regulators (Govt. Authorities, Ministries)	a) Response to Show-Cause b) Consents	Letter/emails	HR
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5.3 Management shall decide for external communication on following points through Management Review meeting if asked for.

- Significant Environmental Aspects / Risks
- EOHS Performance.

EOHS MR shall record the decision taken in minutes of meeting.

Management of KFL has decided not to communicate its Significant Environmental aspects to external interested parties.

5.4 EOHS Policy shall be circulated to all suppliers to generate awareness about Environment & Safety. The key suppliers shall be included in EOHS Awareness training to make them aware on Significant Impacts / Risks from their operations and to exercise control over them.

5.5 Internal Communication effectively established between the various levels of the Organization (i.e., Top down, bottom up and Horizontal communication channels) concerned department heads to their employees and to express their concerns / suggestions of employees, suggestion box is made available at factory.

5.6 EOHS Policy is made available at main the gate for Visitors / Security. Any Concerns from Interested Parties shall be recorded in the **Concerns / suggestions from interested party feed back form** (EOHS-F-03).

5.7 Concerns if any, raised by external interested parties are communicated through proper channel through HR. Details of External communication with External parties are recorded by HR/Security. Details shall be recorded in External Communication register (EOHS-RG-04).


5.8 Awareness shall be given to the Security about the importance and purpose of the EOHS Management System, including Awareness on Environmental Policy and communication.

5.9 Participation and Consultation

Participation:

Employees / Workers are involved in Aspect and Impact analysis, hazard risk identification & risk assessment also identification of necessary control measures. Employees are also involved

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in development of EOHS objectives. During risk assessment & determination of control measures due consideration is given to identify EOHS objectives. Workers are involved in incident investigation & details of investigations are recorded in incident register.

Consultation on Health and Safety matters:

Safety Officer conducts quarterly safety committee meeting with employee representatives, EOHS MR & CFT members.

The agenda for the meeting includes -

- a) Development and review of systems to manage OH & S risks.
- b) Any change that affects workplace safety and health.
- c) Any other health and safety matters

Input for the meeting also includes feedback on concerns from interested parties. The decisions and further actions are recorded by HR and circulated to the concerned personnel for action. HR Maintains minutes of safety committees in QSA-FR-05

6.0 Document / Record reference:

S. No.	Document /Record Description	Reference No.
01.	Concerns / suggestions from interested parties	EOHS-F-03
02.	External communication register	EOHS-RG-04
03.	Internal Feed back form	EOHS-F-05
03.	Minutes of Meeting (Safety Committee)	QSA-FR-05

7.0 ISO & OHSAS ref :

Clause ref 4.4.3 of ISO 14001:2004 & OHSAS 18001:2007

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