



SEMP-08		U.S. Army-Hawaii	
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SEMP-08: Communication

1. Purpose

To provide a standard procedure for communication with external and internal parties regarding environmental activities and to ensure that information concerning environmental activities is effectively communicated to pertinent personnel. For the purpose of SEM, internal communications are defined as communication of environmental information between U.S. Army-Hawaii personnel, tenants, and non-DoD personnel operating within the U.S. Army-Hawaii fence-line. External communication is defined as communication of environmental information between U.S. Army-Hawaii personnel and external groups (i.e. regulatory agencies or interested parties).

2. Definitions

Definitions and acronyms are included in the SEM Manual.

3. Requirement [ISO 14001:4.4.3] and Procedure

ISO Requirement	Procedure
The installation	
Shall establish, implement and maintain a procedure for a) internal communication among the various levels and functions of the organization,	<p>Internal mass communication within the U.S. Army-Hawaii personnel is generally processed through routine PAO communication routes such as the USAG-HI website, alternative Web sources (Twitter, Facebook, etc.) mass e-mailings, installation newspaper and newsletters, or routine Command briefings.</p> <p>Internal communication also occurs on a smaller scale through verbal and written communication among various levels and functions of the installation as follows:</p> <ul style="list-style-type: none"> • The environmental policy is available to all installation personnel and visitors through postings in common work areas of the installation and via the USAG-HI public website. • General information regarding the U.S. Army-Hawaii SEM and environmental policy is also provided to installation personnel through on-the-job awareness, classroom training, web-based training, meetings, briefings, and various publication forums such as posters, fact sheets and news articles. • All responsible parties coordinate environmental communication within their respective unit/organization. Relevant information includes the roles, responsibilities, authorities and the operating procedures. • The general workforce communicate issues and concerns

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	<p>to their Supervisors, CFT representatives, ECOs or Environmental Division (e.g., problems with implementation, suggestions for improvement).</p> <ul style="list-style-type: none"> Issues affecting the SEM are resolved at the appropriate level through communication among the IEDC, SEMPM, Environmental Division Staff, Unit Commanders, Department Heads, Directors, Supervisors or ECOs.
b) receiving, documenting and responding to relevant communication from external interested parties.	<p>Formal communication from regulatory agencies or interested parties pertaining to the U.S. Army-Hawaii's environmental actions is directed to the appropriate Garrison lead, such as the Environmental Division Staff, IEDC, SJA, PAO or Garrison Commander.</p> <p>PAO maintains a Community Relations Tracker in SharePoint to log and archive received concerns and issues. The entries in the tracker include the communication's date, description, category, status and, if environmental, the category of environmental.</p> <p>The selection of the most appropriate method for responding to formal environmental communication from external interested parties is determined by the Environmental Division Staff, IEDC, SJA or PAO.</p>
Shall decide whether to communicate externally about its significant environmental aspects, and shall document its decision. If the decision is to communicate, the organization shall establish and implement a method for this external communication.	<p>Information regarding the U.S. Army-Hawaii's environmental policy and significant environmental aspects can be accessed by the public online, via the USAG-HI public website.</p> <p>Other external communication regarding significant environmental actions between the U.S. Army-Hawaii and regulatory agencies or other interested parties (e.g., permits, monitoring reports, environmental assessments) are at the discretion of the U.S. Army-Hawaii Command.</p> <p>Environmental-related communication from U.S. Army-Hawaii to external parties is coordinated by the Environmental Division Staff, IEDC, SJA or PAO.</p>

4. Responsibilities

Responsible Party	Responsibilities
Garrison Commander (GC)/ Sustainable Environmental Management Representative (SEMR)	<ul style="list-style-type: none"> Coordinates and participates in internal communication. Coordinates and participates in formal external communication and forwards incoming communication to appropriate personnel.

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Staff Judge Advocate (Environmental Attorney)	<ul style="list-style-type: none"> • Reviews, coordinates and participates in internal communication and formal external communication. • Advises the Environmental Division Staff, IEDC, SJA, PAO and GC on environmental law.
Public Affairs Office (PAO)	<ul style="list-style-type: none"> • Reviews and comments on this standard procedure for communication. • Coordinates and participates in internal communication. • Coordinates and participates in formal external communication and forwards incoming communication to appropriate personnel, as needed. • Assists in preparing SEM information for mass e-mailings. • Maintains USAG-HI website, which includes information on the Garrison's sustainability and SEM system. Content on the website is updated by the responsible directorates/staff sections. • Publishes the weekly installation newspaper (Army Hawaii Weekly). • Utilizes the Community Relations Tracker Log in SharePoint.
Installation Environmental Division Chief (IEDC)	<ul style="list-style-type: none"> • Coordinates and participates in internal communication. • Coordinates and participates in formal external communication and forwards incoming communication to appropriate personnel.
SEM Program Manager (SEMPM)	<ul style="list-style-type: none"> • Establishes and updates this standard procedure for communication. • Coordinates and participates in internal communication. • Coordinates and participates in formal external communication and forwards incoming communication to appropriate personnel. • Communicates with appropriate personnel regarding actions to resolve SEM related issues. • Communicates SEM information and performance, internally, through CFT meetings and EQCC meetings. • Prepares and distributes SEM related information for on-the-job awareness, classroom training, web-based training, meetings, briefings, and various publication forums such as posters, fact sheets and news articles.
Environmental Division Staff	<ul style="list-style-type: none"> • Coordinates and participates in internal communication. • Coordinates and participates in formal external communication and forwards incoming communication to appropriate personnel. • Communicates the results of compliance inspections to affected units and organizations by means of email, memorandums or briefings. • Prepares and distributes environmental-related information for on-the-job awareness, classroom training, web-based training, briefings, and various publication forums such as posters, fact sheets and news articles.
Environmental Quality Control Committee	<ul style="list-style-type: none"> • Coordinates environmental communication procedure within their respective unit/organization.

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(EQCC) Members	<ul style="list-style-type: none"> Coordinates and participates in internal communication.
Cross Functional Team (CFT) Members	<ul style="list-style-type: none"> Coordinates environmental communication procedure within their respective unit/organization. Coordinates and participates in internal communication.
Unit Commanders, Department Heads, Directors, Supervisors	<ul style="list-style-type: none"> Coordinates environmental communication procedure within their respective unit/organization. Coordinates and participates in internal communication.
Environmental Compliance Officers (ECOs)	<ul style="list-style-type: none"> Coordinates environmental communication procedure within their respective unit/organization. Coordinates and participates in internal communication.
General Workforce (Military, Civilian)	<ul style="list-style-type: none"> Communicates issues and concerns to their Supervisors, CFT representatives, ECOs or Environmental Division.

5. References

- ISO 14001:2004(E), 4.4.3 Communication
- U.S. Army-Hawaii SEM Manual
- U.S. Army-Hawaii PAO Community Relations Tracker in SharePoint

Revision Date	Nature of Revision	Document Review Participants
24 Jun 10	Updated to address internal audit finding	Jeff Stefani
21 Sep 10	Updated to address external audit finding	Jeff Stefani

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