

## **Providing Internal Communications**

### **I. PURPOSE**

This procedure establishes requirements for internal EMS communication between levels and functions in U.S. Environmental Protection Agency (EPA) Region 9, and enumerates the mechanisms that exist for information to flow from the top down and from the bottom up. This framework serves as a road map for all internal outreach and education activities that are conducted within EPA Region 9.

### **II. SCOPE**

At EPA Region 9, internal EMS communication between functions and levels reaches all employees, is practiced to strengthen and sustain the EMS, and is designed to include information on all elements of the EMS; most importantly, significant environmental aspects, objectives and targets, operational controls, and roles and responsibilities.

### **III. GENERAL INFORMATION**

#### **Definition**

**Internal EMS Communication:** Communication that is intended for managers and employees to further the EMS goals at EPA Region 9. (Internal EMS communication does not include communications to headquarters, sister organizations, or parties external to EPA Region 9). Internal communication is also intended to include all on-site contractors.

### **IV. APPROACH**

1. Responsibility for ensuring the smooth and sufficient flow of internal EMS communications rests with the EMS Lead (who may work through others to affect this end). A Marketing & Training Lead position and Committee have been formed to ensure the flow of information to all employees.
2. The EMS Lead has established lines of communications to gather pertinent data on a periodic basis to monitor EMS effectiveness (See SP-EMP and SP-M&M).
3. Requirements specified in the EMS Procedures are communicated appropriately as detailed in those procedures.
4. Communication of EMS-specific instructions is the joint responsibility of the EMS Lead and staff management. Assistance is provided by the Marketing & Training Lead and Committee and the EMS Team.

5. The Environmental Policy is distributed to all EPA Region 9 employees. This is done through a variety of mechanisms:

- Webpage on Regional site;
- Region Wide Message from Regional Administrator;
- Presentations at All Hands Meetings;
- Presentations at division/office section meetings;
- Signage in elevator banks; and
- Staff training sessions.

6. Whenever possible, EMS communications are incorporated into existing communications including: Staff meetings, e-mail, bulletin board postings, and internal memorandums. Others include:

- Presentations at All Hands Meetings;
- Presentations at division/office sections meetings; and
- Webpage on Regional Internet, and EMS Lotus Notes database.

## V. RECORDS

The following records relate to EMS internal communications at EPA Region 9:

1. Copies of postings, memorandums or management bulletins that cover EMS topics.

## IV. REVISION HISTORY

Originally written October 2003; Revised June 2004, November 2004, October 2006, February 2010.

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