

 City of Dallas	Document Number:	COD-EMS-PRO-019	Revision Number:	4
	Approved By:	OEQ Managing Director	Effective Date:	12/01/2017
	Description of Last Change:	Changes to bring procedure up to date with ISO 14001:2015 standard.		
Document Title:	External Communication ISO 14001:2015 7.4.1, 7.4.3			

1. **PURPOSE:** This procedure describes the proper channels for receiving, documenting, and responding to communications with external interested parties and regulatory agencies concerning the City of Dallas Environmental Management System (EMS) program. This procedure also describes the City’s community environmental awareness outreach efforts.
2. **SCOPE:** This procedure applies to all City departments, facilities and employees when engaged in related work activities within the EMS fenceline.
3. **ENVIRONMENTAL:** Citizen, business and community outreach is achieved by communicating this policy and educating on clean air, water and environmental stewardship for the sustainable development of the City of Dallas (City). The City’s Environmental Policy is available for public viewing via the Internet on the Office of Environmental Quality page.
4. **DEFINITIONS:**
 - 4.1 **Environmental Management Representative (EMR):** The designated individual from each City Department with the authority and resources to implement the EMS.
 - 4.2 **Environmental Management System (EMS):** The part of the overall management system that includes organizational structure, planning activities, responsibilities, practices, procedures, processes, and resources for developing, implementing, achieving, reviewing, and maintaining the environmental policy.
 - 4.3 **City Wide EMS Core Team:** The Environmental Representatives designated by City Departments to develop and implement the EMS, chaired by OEQ.
 - 4.4 **Interested party:** Person or group concerned with or affected by the environmental performance of an organization.
5. **RESPONSIBILITY & AUTHORITY:**
 - 5.1 Office of Environmental Quality (OEQ) is responsible for:
 - 5.1.1 Communicating with Public Affairs and Outreach regarding media related environmental inquiries regarding the EMS.
 - 5.1.2 Documenting external requests within 5 working days using the City’s data management system, thus maintaining records per OEQ-EMS-008, Documents and Records Management Procedure.
 - 5.1.3 Responding to agency inquiries, as appropriate.
 - 5.1.4 Assisting other departments with environmental inquiries, as requested.
 - 5.1.5 Communicating the EMS to external interested parties, as appropriate.
 - 5.2 Office of Strategic Partnerships and Government Affairs is responsible for assisting OEQ in responding to legislation.

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5.3 Public Affairs and Outreach is responsible for responding to media related environmental inquiries with the assistance of OEQ and maintaining records of such response.

5.4 The 311 department is responsible for routing 3-1-1 calls regarding environmental issues or the City's EMS to the appropriate department.

5.5 Environmental Management Representative (EMR) is responsible for reviewing and responding to external EMS inquiries with Department wide impact and requesting OEQ involvement if appropriate.

6. PROCEDURES

6.1. ENVIRONMENTAL INQUIRIES RELATED TO THE EMS:

6.1.1. The City has established a documented organizational structure for responding to external inquiries. The table below describes the mission of each department.

Table 1: City of Dallas, Communication Table: Lead Department

Office of Environmental Quality	Office of Strategic Partnerships and Government Affairs	The 311 Department	Public Affairs and Outreach
Responsible for protecting and improving the environment by leading and guiding the City of Dallas in our efforts on environmental compliance, pollution prevention and continual improvement.	To develop partnerships and serve as a primary point of contact for the City to local, regional, state and federal levels of government and other independent agencies.	To take steps toward improving city services by focusing on customer needs, benchmarking and the performance of City services in relation to accountability, responsiveness and the quality of the service experience for the Dallas communities. The 311 department manages the 3-1-1 system for non-emergency calls.	To serve as the City's liaison with the news media and to facilitate an accurate and consistent flow of public information to the City's various constituencies.

6.1.2 External inquiries from interested parties concerning the EMS may be received by any City employee. To prevent the unauthorized release of EMS information, the inquiry/request shall be forwarded to the Department EMR if the inquiry is of a departmental nature or to OEQ if it is of a City-wide nature.

6.1.3 Depending on the type of inquiry, OEQ and/or the EMRs will evaluate and determine the appropriate lead department for responding to the inquiry. *Lead departments are those listed in the Communication Table in Section 6.1.*

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- 6.1.4 External communication regarding the EMS which requires OEQ response/action will be entered into the City's data management system. Response to these issues shall be completed within 30 days and the status of the issue updated in the data management system upon completion.
- 6.1.5 Records of all responses shall be maintained by the department manager/EMR who received the initial inquiry.
- 6.1.6 All open records requests must go through Public Affairs and Outreach. Open records requests are tracked in the City CRMS system.

6.2 ENVIRONMENTAL OUTREACH

- 6.2.2 The City has several departments that provide environmental communication to external stakeholders.
- 6.2.2 The City has several Departments that provide communication regarding environmental awareness to external stakeholders using multiple channels. For the purpose of this procedure, OEQ is responsible for the EMS program and supports the following activities regarding environmental outreach efforts:
 - 6.2.2.1 Inclusion of the Environmental Policy in City contract documents.
 - 6.2.2.2 Inclusion of the Environmental Policy in all City procurement documents, including bid specifications.
 - 6.2.2.3 Participation in community events. Example: Earth Day events
 - 6.2.2.4 Updating GreenDallas.net and the City of Dallas web site regarding EMS related initiatives.
 - 6.2.2.5 Making an environmental awareness video available to external stakeholders.
- 6.2.3 City wide EMS Core Team recommendations for outreach are considered when OEQ personnel meet to discuss outreach event planning for the year.
- 6.2.4 The City has chosen not to communicate its significant environmental aspects to external stakeholders, unless requested by senior management.

7 REFERENCES:

COD-EMS-PRO-008 Documents and Records Management Procedure