

Change History

Revision Number	Description of Change	Date
0	First issue	23.05.2012
1	Amendments to Section 5.3	27.06.2012
2	Updated reference to Reporting of Environmental Accidents and Hazards	09.07.2012
3	Included reference to feedback on reporting by Competent Authorities	24.10.2012
4	Included reference to external communication as requested by the Facilities' Permits	31.10.2012
5	Included reference to tackling communications arising through the media	15.11.2012
6	Change in CEO appointment	16.10.2013
7	Change in CEO appointment	26.06.2014
8	Change in procedure title; change in signatories; clarified Scope (Section2), transferred responsibilities of COCC to the Department Manager – Operations Division	16.09.2014
9	Update in signatories; replaced reference to 'Contracting Department' by 'Procurement Department' in Section 4.	20.07.2015
10	Included Malta North Site and Kus Transfer Station. Streamlined the procedure.	10.07.2018

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11/09/2018.

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8/10/2018.

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1 PURPOSE

This procedure documents the methods used to channel, address and manage communication related to the Environmental Management System (EMS). This procedure also describes the process used for communicating the Organization's policies, objectives & targets, procedures and progress of the EMS.

2 SCOPE

This procedure applies to the following Wasteserv Facilities:

- Thermal Treatment Facility (TTF)
- Sant' Antnin Waste Treatment Plant (SAWTP)
- Kus Transfer Station (KTS)
- Malta North (MN)
- Ghallis Non-Hazardous Landfill
- Zwejra Non-Hazardous Landfill
- Civic Amenity Sites (CA Sites)

Note: This procedure is limited to communications related to the EMS. If a correspondence, received by the Department Manager – Operations Division (DMOD) and/or OBU Head, is deemed to have a corporate impact, the said communication is forwarded to the Chief Officer Strategy Implementation (COSI) for his/her review and feedback.

3 REFERENCE DOCUMENTS

- Quality & Environmental Policy
- WS115 Environmental Requirements
- ADM HS02 Incidents Procedure
- ADM EP03 Authority Inspection Report Handling Procedure
- ADM QP15 Complaints Management Procedure

4 RESPONSIBILITIES

The **Department Manager – Operations Division (DMOD)** is responsible for:

- Receiving, documenting and responding to the relevant communication from Regulating Authorities including, but not limited to, the Veterinary and Phytosanitary Regulation Department (VPRD) and the Environment Resources Authority (ERA).

- As per procedure ADM HS02, informing Authority on accidents which may have an impact on the environment.
- Delegating (to respective personnel) the task of reporting to Regulating Authorities as deemed necessary.

The **OBU Head** is responsible for:

- Providing the necessary information requested by the DMOD.
- Ensuring that all employees have been informed of the Facility's EMS, Quality & Environmental Policy and the relevant procedures.
- Informing the COO, DMOD and other relevant Officers at Wasteserv of any communication received (directly) from the Regulating Authorities and/or other external interested parties.
- Reporting environmental accidents (that occur within the facility) in the Incident Report Form (WS028) as per ADM HS02 Incidents Management Procedure.

The **Procurement Department Employees** are responsible for:

- Communicating to prospective bidders (at tender submission) the Quality & Environmental Policy.
- Communicating to contractor's (at award stage) the Quality & Environmental Policy.
- Specifically for tenders related to supplies and/or works on-site, communicating to contractors Wasteserv's Environmental Requirements (WS115).

The **PR Department Employees** are responsible for:

- Forwarding any communication received (that is related to any of the Facilities' EMS) to the DMOD and OBU Head and/or other relevant Wasteserv Officer/s as applicable.
- Coordinating and submitting reactions to media coverage relevant to Wasteserv facilities and operations.

All Facility Employees are responsible for forwarding to the OBU Head any external communication (related to the EMS) received (directly) from interested parties.

5 METHOD

5.1 Internal Communication

The Quality & Environmental Policy and the status of the QEMS Objectives shall be posted on the notice boards at each Facility as well as on the Organization's intranet.

Accidents and major incidents that pose an environmental threat shall be recorded in the Controlled Document 094 Incidents Log and tackled as specified in procedure ADM HS02 Incidents Management Procedure

5.2 External Communication

Unless requested by a legal obligation, Wasteserv shall not communicate externally about its significant environmental aspects. The emission readings generated by the TTF operations shall be reported externally on Wasteserv's website.

External communication with the relevant authorities (on topics such as: planned shut-down days, monitoring results and exceedances, accidents and major incidents that pose an environmental threat) shall take place as specified in each of the Facility's Environmental Permit or IPPC permit.

Queries and/or inspection reports (following an un/announced visit by any of the Regulating Authorities) shall be directed to the DMOD and/or the Operations Officer – Operational Data & Compliance (as may be delegated by the DMOD) for processing. The DMOD or delegate shall gather the necessary info needed in order to reply to the query received. In case of inspections reports, ADM EP03 Authority Inspection Report Procedure is followed.

Queries received through the PR Department and which are relevant to the EMS, shall be forwarded to the DMOD or delegate and the OBU Head.

The Quality & Environmental Policy (of sites of interest) is communicated to (i) prospective bidders of at tender submission, and to (ii) contractors at award stage. Specifically for tenders related to supplies and/or works on-site, Wasteserv's Environmental Requirements are communicated to contractors via form WS115.

External complaints shall be recorded and processed as specified in procedure ADM QP15 Complaints Management Procedure.

Copies of press articles relevant to Wasteserv facilities are circulated to the PR Department and retained by the Customer Care office. Replies and reactions to such coverage according to the Press Act are saved in a restricted folder on the company server.

6 ENVIRONMENTAL RECORDS

Reference Document	Person responsible for maintaining the document	Document storage location	Duration of time records are kept
Correspondences with Authority	DMOD	Electronic folder/s on Server	All records are kept indefinitely
WS115 Environmental Requirements	Procurement Department Employees	Tender's file	
Press Articles	Customer Care Unit	Electronic folder/s on Server	