

COMMUNICATION PROCEDURE

Purpose and Application

1. To address internal communication among the various levels of Auburn University and the issue of receiving, documenting and responding to relevant communication from external (regulatory) interested parties.
2. The Environmental Management System (EMS) Task Force will address requests for information about Auburn University's significant environmental aspects.

Definitions

1. External Interested Parties: The community, news media, Auburn University alumni, Auburn University students, parents of Auburn University students, companies, funding agencies, and other entities that have a stake in the EMS of Auburn University.
2. Internal Interested Parties: Employees of Auburn University.

Roles and Responsibility

1. It is the responsibility of each department's leadership to assure that their students, faculty, and staff carry out appropriate and effective communication procedures and activities.
2. The EMS Coordinator and/or EMS Task Force are responsible for coordinating communication of the EMS to external interested parties.

Procedure

Internal Communication:

1. Department leadership is responsible for coordinating the communication of the EMS policies, procedures and other issues concerning the EMS to their faculty and staff. Department leadership is responsible for communicating roles and responsibilities for the environmental management system.
2. Internal communication may include, but are not limited to:
 - A. Electronic mail
 - B. Staff meetings
 - C. New employee training
 - E. Student classes
 - F. Bulletin board and posters
 - G. Memoranda and employee letters
 - H. Newsletters, articles
 - I. Student orientation

External Communications of a Non-Hazardous or Non-Emergency Nature

1. Inquiries and other communications received (by mail, fax, telephone, in person, etc.) from external parties concerning the EMS may be received by a number of Auburn University department leaders. Departments should contact the EMS Coordinator / EMS Task Force when contacted by an external party.
2. Inquiries, and communication to and from representatives of regulatory health or safety agencies, should be routed to Risk Management and Safety, who receive, document and respond to such communications and maintain records of these communications, unless another designated person has been named to respond.
3. Auburn University departments may communicate directly with regulatory agencies regarding their activities. If so, departments shall document and maintain records of these communications. These communications should be forwarded to the Department of Risk Management and Safety.
4. All inquiries or communication from representatives of the media must be routed to the Auburn University Office of Communications and Marketing, who receive, document and respond to all such communications and maintain records of these communications.

Hazard and Emergency Reporting

1. All students, faculty and staff are responsible for reporting environmental or health & safety hazards or emergencies (including spills and fires) immediately upon discovery. Such hazards are reported as described in the [AU Campus Emergency Procedures](#).
2. Communication of the results of the investigation and/or correction of reported hazards are the responsibility of the appropriate Department leadership.
3. If a release above the regulatory reportable quantity (RQ) occurs, departments shall contact RMS with the information and RMS shall report it to the appropriate agency, as required.

[Emergency Response Plans](#)

[Corrective & Preventive Action Procedure](#)

Objective Evidence

Record / Form	Responsibility	Location	Retention
Communication Logs and Records	<ul style="list-style-type: none"> • RMS Personnel • DPSS Personnel • Auburn Public Safety • Department Head 	<ul style="list-style-type: none"> • RMS Office • DPSS Personnel • Auburn Public Safety • Office of Communication and marketing 	3 years