

Environmental Management System Procedure External Communication Procedure

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External Communication Procedure Control:

Version	Date	Author	Change Description
1	8-22-18	Jane Wilch	5.1.6 added. Names updated.
2	8-28-18	Jane Wilch	5.1.4 and 6.2.4 updated. 6.3 added.
3	8-19-19	Jane Wilch	Deleted 4.2.2
4	3-11-20	Jane Wilch	Added additional web links in 6.2.4
5	8-27-20	Jane Wilch	Updated webpages list
6	5-18-21	Jane Wilch	Web pages updated under 6.2.4; 5.2.7 added and 5.2.8 updated

Note: The content of a manual does not constitute nor should it be construed as a promise of employment or as a contract between Resource Management Division and any of its employees.

The Resource Management Division at its option, may change, delete, suspend or discontinue parts or the policy in its entirety, at any time without prior notice. In the event of a policy change, employees will be notified. Any such action shall apply to existing as well as to future employees.

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1 POLICY

Citizen, business and community outreach is achieved by communicating the Resource Management policy and educating on clean air, land and water, environmental stewardship and the importance of employee health & safety for the sustainable development of our Resource Management Division.

2 PURPOSE

This procedure describes the proper channels for receiving, documenting, and responding to communications with external interested parties and regulatory agencies concerning Resource Management's Environmental Management System (EMS). This procedure also describes the community environmental awareness outreach efforts.

3 SCOPE

This procedure applies to all CIC Landfill and Recycling Center, East Side Recycling Center, and Refuse employees when engaged in work activities within the fenceline.

4 RESPONSIBILITY

4.1 The EMR is responsible for:

4.1.1 Communicating with the public through media-related environmental inquiries.

4.1.2 Responding to agency inquiries, as appropriate.

4.1.3 Communicating the EMS to external interested parties, as appropriate.

4.2 The Core Team is responsible for:

4.2.1 Responding to inquiries of Resource Management nature.

5 PROCEDURES FOR ENVIRONMENTAL INQUIRIES RELATED TO THE EMS

5.2 External inquiries from interested parties concerning the EMS may be received by any Resource Management employee.

5.2.4 Calls regarding asbestos, contaminated soil, shingles, and other special waste are forwarded to the Assistant Landfill Superintendent (ALS).

5.2.5 Calls regarding Recycling Programs and Activities are forwarded to the Recycling Coordinator (RC). Calls regarding VSQG customers and events are forwarded to ALS or Resource Management Superintendent (RMS).

5.2.6 Calls regarding curbside service are forwarded to Assistant Refuse Superintendent (ARS).

5.2.7 Calls regarding Education Center rental and general program questions are forwarded to Customer Service Representatives (CSRs).

5.2.8 If the ALS or RC or ARS or CSR cannot respond to the inquiry, the employee forwards the inquiry to the Superintendent.

6 PROCEDURES FOR ENVIRONMENTAL OUTREACH

- 6.2 Resource Management has several facilities and programs that provide environmental communication to external sources.
- 6.3 These facilities have many channels for communicating environmental awareness to external sources:
- 6.2.3 Participation in community events, fairs, expos
 - 6.2.4 Webpages at
 - <http://www.icgov.org/landfill>
 - <http://www.icgov.org/recycling>
 - <http://www.icgov.org/hhm>
 - <http://www.icgov.org/ewaste>
 - <http://www.icgov.org/lightbulbs>
 - <http://www.icgov.org/organics>
 - <http://www.icgov.org/reduce>
 - <http://www.icgov.org/apartmentrecycling>
 - <https://www.icgov.org/repair>
 - <https://www.icgov.org/garbage>
 - <https://www.icgov.org/donationdrop>
 - <https://www.icgov.org/pharmaceuticalwaste>
 - <https://www.icgov.org/esrc>
 - <https://www.icgov.org/resourcemanagement>
 - <https://www.icgov.org/education>
 - 6.2.5 Offering free tours of ICLFRC facilities and off-site presentations
 - 6.2.6 Social media at “City of Iowa City” and “City of Iowa City Landfill and Recycling”
 - 6.2.7 Communicating with the City of Iowa City Office of Communications
 - 6.2.8 Periodic informational letters to private solid waste haulers or other strategic partners
- 6.3 Community presentations and events are tracked in [Presentations](#) spreadsheet.