



Environmental Management Systems

# Communication, Training and Awareness

November 8, 2022



# Communication/Training/Awareness —Why?

- ◎ Benefits your Organization
  - Increase Effectiveness
  - Reduce Errors/Incidents
  - Improve Morale
- ◎ Documentation Required
  - Procedure
  - Records

# Communication/Training/Awareness – Iowa EMS

- ① Establish processes for internal and external communication. External communication will include reaching out to those groups and organizations that have been identified as having an interest, stake or role in the organization's ongoing EMS program. There must also be procedures for receiving and responding to relevant communication from external interested parties.



# Communication/Training/Awareness – Iowa (continued)

- ⦿ Communication is directed to individuals, organizations and entities that have a role or responsibility within the action plan.
- ⦿ Receive and respond to communication from external interested parties.
- ⦿ Training includes a process to ensure that all responsible parties are familiar with the EMS and have the skills necessary to capably execute their roles.

# Communication



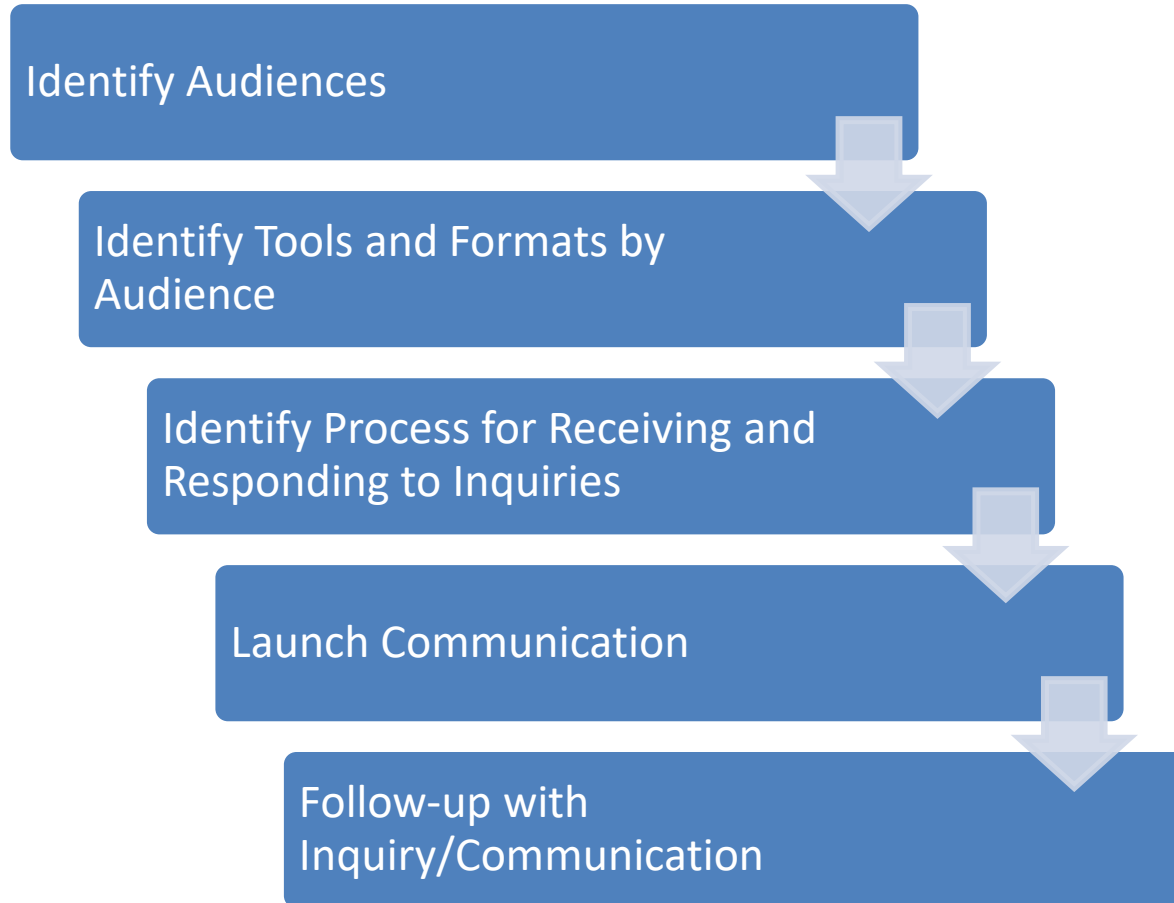
"We're abandoning creating a dialogue,  
and returning to my monologue."

# EMS Communication– Importance

- ① Achieving Support for the EMS
  - Without it, the EMS Becomes a Book on the Shelf
- ① Making Progress on Objectives and Targets
  - Employees and External Participants Need to Understand If They Have a Responsibility for Action Plans to Achieve a Target
- ① Employee Buy In
  - Environmental Becomes Everyone’s Job
- ① Stakeholder Buy In
  - Crucial to Many Objectives and Targets
  - Good public relations



# Communication Approach





# Internal Communication Approach

## – Audiences

- ① Identify Audiences for EMS Communication
  - Commissioners
  - Senior Management
  - Field Staff
  - Administrative Staff
- ① Other Considerations by Audience Type
  - Technology Access and Availability
  - Language Barriers
  - Interest Level and Background Awareness
- ① Repeated and Consistent Message for All Audiences
- ① Messages Presented in Multiple Formats



# Internal Communication Approach

## – Identify Tools and Formats

### ⦿ Printed Media

- EMS Logo and Branding
- Newsletters/Brochures
- Hats/Shirts/Pens
- EMS Pocket Card

### ⦿ Events

- Earth Day Celebrations
- Pollution Prevention Week

### ⦿ Programs

- Recognition Programs
- Internal Competition Programs Based on Metrics Progress



# EMS Communication Methods

- ① Email/Websites/Social Media
- ① Meetings/Tailgate Safety Meetings
- ① Flyers/Brochures
- ① Training
- ① Posters
- ① Performance Plans
- ① Award/Recognition Programs
- ① Contracts
- ① Council Briefings
- ① Press Releases
- ① Town Hall Meetings
- ① Conversations at the Water Cooler



# Internal Communication Approach – Receiving and Responding

- ◎ Encourage Feedback and Ideas Regarding the EMS
  - Through the EMR?
  - Through Your Supervisor?
  - Email?
  - Suggestion Box?
- ◎ Track Ideas and Resulting Decisions
  - Acknowledge Employees
- ◎ Be Timely with Responses



# External EMS Communication

- ① Goal is to Raise Awareness of the EMS and External Participation in Achieving Objective and Targets
- ① External EMS Awareness May Be Very Different Depending on Audience/Stakeholder
  - Is the Audience Crucial to Achieving an Objective and Target?
  - Or Does the Audience Need General Environmental/EMS Awareness?
- ① Things to Consider
  - The Environmental Policy
  - Objectives and Targets and Action Plans
  - Stakeholder Roles and Responsibilities
- ① Establish Procedures for Receiving and Responding to Communication from Interested Parties

# Examples

**Memorandum**

Date: December 11, 2009  
TO: Board of Directors  
FROM: Marie DeVries, Planner/Contract Administrator  
RE: **Strategic Plan Update document**  
**Environmental Management System (EMS)**

Greetings! Following is information regarding two separate, but related, subjects.

**Strategic Plan Update.** Included is the *2007-2012 Strategic Plan* update summarizing the outcomes of the September 25, 2009, workshop. Following your review, a motion to adopt is in order at your January 15, 2010, monthly meeting. Please email me comments or questions.

**Environmental Management System (EMS).** In 2008, the Iowa legislature passed House File 2570 regarding designation of Environmental Management Systems. EMS is defined as a set of processes and procedures developed by an organization to proactively manage its environmental impacts.

In October 2009 the Agency was selected as one of six pilots to initiate EMS and demonstrate how it works.

Assisting the six pilots with EMS development is Gresham Smith and Partners (GS&P), a consulting firm with extensive environmental compliance experience. In November, the process was kicked off with a two-day workshop led by GS & P and the Iowa DNR.

The pilot period is 12 months. We will identify targets, establish measurable objectives, and achieve environmental improvements in the areas of focus listed in the legislation—yard waste management, hazardous waste collection, water quality improvement, greenhouse gas reduction, recycling services, and environmental education.

Your Strategic Plan and EMS work together. Both are focused on continual improvement. EMS will concentrate on internal operations—establishing that the Agency “walk the talk.” Among the internal operations we will evaluate are energy/fuel use, erosion control, and landfill gas collection—critical elements of the Agency’s environmental impact.

More on EMS as it unfolds during 2010.





# Bulletin Boards





# Digital Bulletin Board



## County of Summit Department of Sanitary Sewer Services

### Environmental Policy

The Department of Sanitary Sewer Services' mission is to protect public health, contribute to a high standard of living, and provide a high level of consumer confidence. The Department is committed to quality service and fiscal responsibility. DSSS is committed to protecting the environment, and provisioning the collection, conveyance, and treatment of wastewater on behalf of customers in the sewer district. This environmental policy forms the foundation of the Department's environmental stewardship commitment.

To minimize environmental impacts DSSS shall:

- Comply with laws, regulations, and other requirements to which DSSS subscribes, which relate to its environmental aspects;
- Prevent pollution through the identification and implementation of best management practices;
- Continually work to conserve resources through waste prevention, reduction, reuse, and recycling;
- Provide employees the resources required to practice environmental stewardship in their daily roles, and heighten their awareness of environmental issues through the communication of this policy, training and written guidance on management and work practices;
- Continually improve environmental performance through proactive environmental management and routine assessment of our performance; and
- Provide a framework to utilize an environmental management system for operations.





## Environmental Health and Safety Policy

Waste Commission of Scott County is committed to operating and providing the highest level of service in a safe, responsible manner that respects the environment and the health and safety of our employees, our customers, and our community. We will not compromise environmental, health or safety values for production or economic gain.

Waste Commission of Scott County employees are expected to understand, promote and assist in the implementation of this policy and the accompanying principles.

**Pollution Prevention:** We will minimize or prevent releases to air, water and land at all of our facilities.

**Regulatory Compliance:** We will meet or exceed all relevant environmental laws and regulations.

**Outreach:** We will be open, honest and transparent in all communications. We will educate the public and business community on the importance of environmental stewardship.

**Training:** We will train employees on environmental policies, rules and the goals and objectives set forth in the EMS. We will provide the necessary tools and resources and will promote and respect employee input and feedback. Additionally, we will train on and promote the health, safety and well-being of our employees both on and off the job because we believe our employees are our number one asset.

**Evaluation:** We will establish, measure and report objectives and targets annually.

**Continuous Improvement:** Through the use of our EMS, we will seek out ways to continually improve our environmental performance.

**Think Green:** We will minimize our use of raw materials by using recycled products, less toxic materials and renewable energy sources whenever possible. We will strive to be a leader of sustainable practices and technologies in Scott County and beyond.

Adopted by Waste Commission of Scott County on December 21, 2009.

A handwritten signature in black ink that reads "Kathy Morris".

Kathy Morris, Director








Gresham  
Smith



# WANTED

## **YOUR** HELP TO GET ENVIRONMENTAL MANAGEMENT SYSTEM CERTIFICATION IN 2012

-  **BE FAMILIAR WITH THE DPU ENVIRONMENTAL POLICY**
-  **RECOGNIZE HOW YOUR JOB CAN IMPACT THE ENVIRONMENT**
-  **UNDERSTAND HOW YOU ARE REDUCING THE ENVIRONMENTAL IMPACTS**
-  **KNOW TO CALL YOUR SUPERVISOR OR DAN HANKET WITH ENVIRONMENTAL QUESTIONS**
-  **KNOW WHAT TO DO DURING AN ENVIRONMENTAL EMERGENCY**

For more information, contact DPU's Environmental Management Representative, Dan Hanket at 645-3753.

City of Columbus  
Department of Public Utilities





# Internal Newsletter

ISSUE

8

August  
2013

BUILDING  
INDUSTRY PRIDE  
THROUGH  
UNDERSTANDING

## Waste Words

### EMS External Audit

The Department of Natural Resources will be auditing our EMS on August 22. It begins at Metro Park East landfill and could include other facilities. That means it's time to brush up on your EMS knowledge. Questions you could be asked:

- What is MWA's Environmental Policy? IMPACT is the short form of our environmental policy. You can find what each letter represents in the pocket-size EMS notebook or on the posters in the break room of each facility.

### this issue

New Transfer Trailer Wraps	P.2	EMS Continuous	P.3
MPE Gets a Leachate Evaporator	P.2	Employee Rewards	P.3
EMS Internal Audit	P.2	Public Landfill Tours	P.3
New Employee High Fights	P.2	Celebrations, Calendar, Tonnage	P.4

### ELC Expands Summer Learning Camps -- by Carla Rivas

Metro Waste Authority hosted two week-long summer camps at the Environmental Learning Center (ELC) where students and teachers traded their classrooms for the outdoors to study field ecology. Drake University's Dr. Keith Summerville led participants through a series of lessons from testing Camp Creek's water quality to identifying native plant and animal species indigenous to the Learning Center.

This year (the fourth summer for students), participation expanded beyond Southeast Polk and Prairie City-Monroe school districts to include students from the "I Have a Dream" Foundation. The foundation works with




# Websites

<https://www.ottumwarecycles.com>

**We want to hear from you**

?

**ASK JANICE**



**Do you have a question?**  
We are here to help you!

[Ask Janice](#)

# Social Media



**West Central Iowa Solid Waste**  
Wednesday at 12:11 PM

Technology needs recycling too! We're constantly upgrading or replacing to the next best thing, or the newest and latest. But what happens to the old tech? We recycle! Cost of recycling any size monitors, TVs, or laptops is \$10.00 per item from either businesses or residents. Printers, fax machines, stereo equipment, VCR's, hard drives, copiers, keyboards, mouse and the cables are free.

**West Central Iowa Solid Waste**  
Celebrating Environmental Services... Together

Like Comment Share

**Waste Commission of Scott County**  
June 13 at 6:53 PM

Plastic bags are plastic so they must be recyclable, right? They are, but not at the curb because they'll damage recycling equipment. Return them to retail stores.

16 1 Comment 6 Shares

**South Central Iowa Solid Waste Agency** added an event  
June 4 at 2:32 PM

**Flammable TOXIC Corrosive Poison**

**Drop Off Your Household Hazardous Waste!**

SAT, JUL 13 AT 9 AM CDT  
**Grinnell Household Hazardous Waste Collection**

Interested

Home Like Comment Share

**lowadnr** • Follow

lowadnr Anyone else have that Monday feeling? 🐿️: Jerry Nordstrum

Image: squirrel sprawled out on a tree branch

7w

lowadnr #IowaDNR

348 likes

ADD TO

Add a comment... Post



# Press Releases



## Her perfect summer job: Keeping tabs on Mount Trashmore

Dick Hakes, Taking Liberties Published 5:46 p.m. CT June 14, 2019

f CONNECT t TWEET in LINKEDIN COMMENT EMAIL MORE

Friends were shocked when Emma Nelson of Iowa City told them her summer job.



As a student of environment-related projects, Emma Nelson's summer internship at Mount Trashmore in Cedar Rapids is a good fit. (Photo: Dick Hakes/Special to the Press-Citizen)

She would be processing visitors to Mount Trashmore, the massive 60-acre, 140-foot-tall pile of refuse just south of downtown Cedar Rapids.

"It's the perfect job for me," Nelson told me last Saturday as she checked in a large

LV IOWA CITY CEDAR RAPIDS

THE LATEST \* EVENTS DINING ABOUT \* SUBSCRIBE

## Curbside collection of compostable waste in Iowa City may be delayed

POSTED ON MAY 29, 2019 BY PAUL BRENNAN

f t 49 Shares



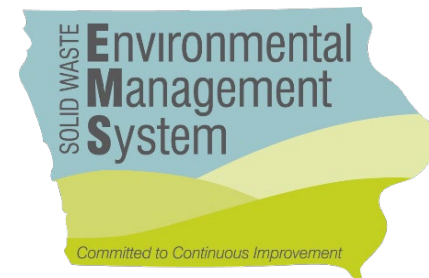
New carts for organic waste in Iowa City — photo courtesy of the City of Iowa City

Curbside collection of compostable waste in Iowa City is running behind schedule this week, due to the Memorial Day holiday and "high usage of yard waste and organics carts by curbside customers," the Iowa City Division of Resource Management said in a [press release](#) on Wednesday. The city is asking customers to leave their yellow-lid organic waste carts at the curb until crews empty it.

Collection may occur one or two days after the normally scheduled day.



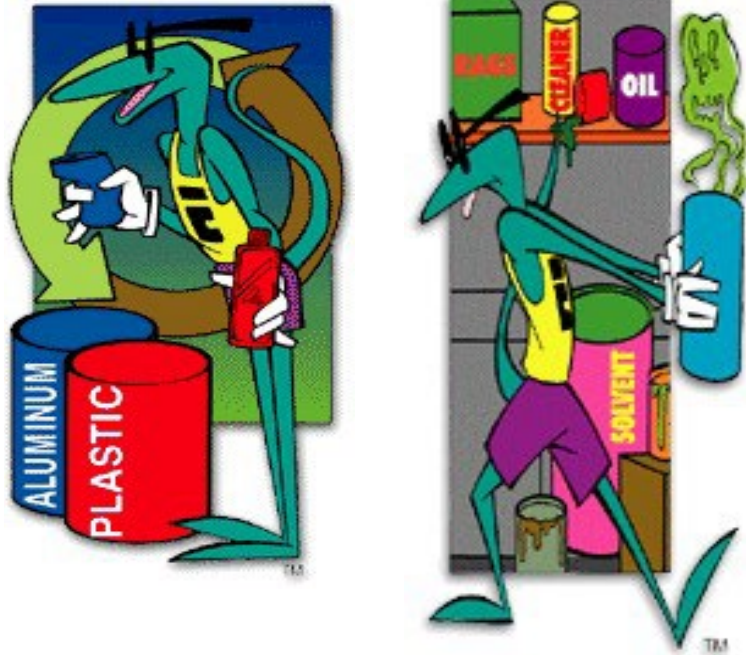
# Logos





# Mascots

Eco Gecko – City of Scottsdale, AZ



Paw Patrol – GRRWA



# Stall Talk

**FUEL  
ISLAND  
PICTURES**



**Make sure you are not their next star!**

**Remember, they are taping at the  
Fuel Islands, If you have a spill there,  
you need to make sure that it is  
completely cleaned up!**

# Communication Tracking - Example



External Communications Form-- Comments and Complaints



Northern Plains Regional Landfill  
City of Spencer

Date	Employee taking comment	Comment or Complaint

# Communication Approach: Best Practices

- ⦿ Start Small With Easily Attainable Goals and Receptive Audiences...Build Over Time
- ⦿ Pair Audiences With Most Appropriate Communication Tools and Format
- ⦿ Keep Short and to the Point
- ⦿ Consider Available Budget
- ⦿ Encourage Friendly Competition
- ⦿ Build on Existing Successful Programs



*Communication Programs Will Take Time  
to Develop and Execute*

# Training

# Training

- For the EMS, Training May Focus on the Following Areas:
  - Environmental Compliance and Associated Requirements
  - Competency and/or License Requirements Such as 40-Hour HAZWOPER or Confined Space Entry
  - General EMS Awareness Training
  - Minimizing Environmental Impacts, Including Emergency Response
  - Responsibilities for Objectives and Targets and Action Plan Items
  - General Environmental and Stewardship Awareness



# Training Program Components

- ① Identify Training Needs, Frequency, and Provider
- ① Assign Training by Job Description/Job Title/Facility
- ① Implement Training with Considerations of:
  - Knowledge Level
  - Staff Availability
  - Language
  - Frequency
- ① Track Training and Retain Training Records
  - Problems Arise in Tracking Who Didn't Attend Training

# Training Needs, Frequency, and Provider

## ⦿ Regulatory

- Internal Storm Water Permit Annual Training
- Internal Right-to-Know Annual Training
- External Solid Waste Operators License A – One Time Only
- Internal Spill Response Training – One Time

## ⦿ EMS Training

- Internal Annual Awareness Training– One Time + Refresher
- Internal Objectives and Targets Leader Training – One Time

## ⦿ Stewardship Training

- Brownbag Lunches Once per Quarter





# Assign Training by Job Description/Job Title/Facility

Title	Training Class
Laborer	EMS Awareness
	Spill Prevention and Response
	Right-to-Know
Supervisor	EMS Awareness
	Spill Prevention and Response
	Right-to-Know
	Emergency Evacuation
	Hazardous Waste Management

# Implement Training Program



Course	Title	Description	Schedule Frequency	Audience Level	Length in Hours
RCRA204	Universal Waste	The universal waste is hazardous waste that can be recycled. E.g., batteries, pesticides, mercury-containing equipment (e.g., thermostats) and lamps (e.g., fluorescent bulbs). Class will cover state requirements for storage, labeling and shipping this waste.	Annual	1	1
RCRA301	Completing the Annual Waste Summary	Course will cover how to compile the necessary information to complete the annual waste summary. Hands-on activity to compile reporting information, completing forms and the different reporting options (mail / STEERS).	Annual – January	2	2
TK101A	Underground Storage Tanks (UST) – Equipment	Introduction to USTs, associated equipment, regulations, labeling, and self certification.	Quarterly	1	1
TK101B	UST – Records	This session will discuss the recordkeeping and registration requirements associated with USTs.	Quarterly	2	1
TK102	Aboveground Storage Tanks (AST)	Introduction to ASTs, associated equipment, regulations, labeling, recordkeeping and self certification.	Quarterly	1	1
TK103	Stage I and II	Introduction to Stage I and II, associated equipment, regulations, labeling, recordkeeping, completion of daily checklists and delivery certificates.	Quarterly	1	1
TK201	Spill Prevention Control & Countermeasure (SPCC)	Requirements behind the plan, regulations, necessary actions, record keeping, structural regulations, and changes in regulations	Quarterly	2	1
TK202	Fire Code	The Fire Code is adopted and enforced by fire prevention officers. This class will cover set of rules prescribing minimum requirements to prevent fire and explosion hazards arising from storage, handling, or use of dangerous materials.	Biannual	1	1

# Track Training

**Date: 18 March 08**

LOCATION: McCommas Bluff Landfill Temp Staff		
TOPIC: Environmental Training - "EARTH" EMS Consent Decree		
LINE ITEM No.	DURATION: 1 Hour	
NARRATIVE		
TRAINER: D. Vartian		TRNR's ID: 104919
TRAINER: Joe N. Lee		TRNR's ID:
1		
2	Arriagar, Antonio	ANTONIO ARRIAGUI
3	Alvarado, Miguel	Miguel
4	Combs, Henry	Henry Combs
5	Cornado, Pablo	Pablo Coronado
6	Cruz, Amulfo	Amulfo Cruz
	Decide, David	



# Track Training

CR Linn 2013 Training Matrix.xlsx - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View

R2 ISOSWO Spring Conference

**Training Matrix for July 2012 - June 2013**

		ERRAP	Four Components of Safety	Safety Trivia	Present Haz Com - Global Harm	Fire Safety	Fall Conference Iowa City	City Carlton Tour	MYCB E-waste Tour	Drug/Alcohol Health Ins	Healthy Food	Chokeas	Lock Out Tag Out	24 Hr Refresher	Blood Borne	What is Safety	Super Drug and Alcohol	Lighting	escalating tense situations	ISOSWO Spring Conference
	Presenter	Foster	Risk Man	Foster	Foster	Foster	Misc.	Foster	Foster	Foster	Hy-Vee	Foster	Foster	Foster	Foster	St. Lukes	Foster	Misc		
	Start	Jul 6 11	27 Jul	Jun 0 8	Sept 10 12	Out 8 10	Out 1 3	23 Out	30 Out	Nov	Dec 3 5	Jan 7 9	18 Jan	Feb 4 6	Mar 4 6	2/22 4/12	April 1 3	April 4 6		
5	Marilyn Copper-Wharton																			
6	Marcia Britcher																			
7	Annette Slika																			
8	Rick Nutz																			
9	Robert Tallman																			
10	John Schick																			
11	Timothy Phillips																			
12	Steven Jilovec																			
13	Joanne Phelps																			
14	Kristine Cihla																			
15	Mark Ingalls																			
16	Charles Egan																			
17	Eric Schmidt																			
18	Jerry Chesmore																			
19	Greg Schader																			
20	Terry Hines																			
21	Chad Brown																			
22	Tim Bailey																			
23	Jason Fagle																			
24	John Gagilardi																			
25	Patrick Heft																			
26	Bill Yirkovsky																			
27	Heath Van Zee																			
28	Ranae McGovern																			
29	Trent Svoboda																			
30	Josh Lehman																			
31	Admin																			
32	Karmin McShane																			
33	Jerry Osten																			
34	Marie Devries																			
35	Shawn Obert																			
36	Jason Evans																			



# EMS Awareness Training

- ◎ All Employees Within the Fenceline Should be Able to Answer the Following Questions:
  - Environmental Policy
    - What Does the Environmental Policy Say?
  - Environmental Aspects and Impacts
    - How Does Your Job Impact the Environment?
    - What Are You Doing About It?
  - Communication Channels and Procedures
    - Who Do You Call if You Have an Emergency?
    - Who Do You Call if You Have an Environmental Question or Idea?



# EMS Procedure

- ① Document Your Process For
  - Internal Communication
  - External Communication
  - Training and Awareness
- ① Include Responsibilities Particularly For Training Tracking and Delivery of Training Programs
- ① Must Include Process for Receiving and Responding to Inquiries from External Parties





# Best Practices



- ⦿ Develop Training Programs Considering Audience Interest, Education Level, and Resources
- ⦿ Every Training Class is an Opportunity to Make a Difference...Avoid “Checking The Box”
- ⦿ Remember the EMS Questions Every Staff Member Should Answer....Design Communication and Training Accordingly
- ⦿ Have a System for Tracking Training and Audit it Often

# Questions?

**SOLID WASTE** Environmental  
Management  
System

*Committed to Continuous Improvement*