

EMS PROCEDURE: EXTERNAL COMMUNICATIONS

I. Procedure

To provide a procedure to ensure proper handling of relevant communications from external interested parties (e.g., customers, media, environmental groups, agencies) regarding environmental issues, including TYAD's environmental aspects and environmental management system.

II. Scope

III. Definitions

External Interested Parties: surrounding community, suppliers, customers and environmental groups.

Relevant Communications: those verbal or written inquiries deemed appropriate for response based on policy and concern for confidentiality.

IV. Supporting Documents

None

V. Procedure

1. Inquiries and other communications (received by mail, fax, telephone, or in person) from external parties concerning TYAD's EMS or environmental aspects will be forwarded to the Environmental Management Division.
2. Based on the type of inquiry, EMD will either respond to or designate an appropriate individual to respond to each relevant communication.
3. EMD will maintain historical files of the types of communications received and the response to the inquiry.
4. The EMS coordinator will receive and respond to employee concerns which arise during day-to-day operations and other major issues brought to his/her attention.
5. TYAD will have available to the public (upon request) it's environmental policy.