

Environmental Communications

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Version History

Version	Date	Purpose	Author	Review Due Date
1.0	January 2011	Original draft	Rose Rooney	January 2013
2.0	March 2011	University documented decision not to communicate internally or externally about significant environmental aspects.	Rose Rooney	March 2013
3.0	March 2012	Update to Appendix 2 to remove version number of document and reformatting. Update file location of the Complaints log.	Rose Rooney	March 2014
4.0	March 2014	Remove reference to Communications timeline V.6 and Training and Communications at the University of Bristol as this is no longer effective.	Rose Rooney	March 2016
5.0	December 2019	Remove reference to the EMS Implementation meetings. Change reference to Chief Property Officer/Campus Division	Rose Rooney	December 2021
6.0	October 2021	Change of title from Sustainability Manager (Waste and EMS) to Sustainability Manager (Circular Economy and EMS)	Rose Rooney	October 2025
7.0	30/05/25	Updated job titles and review of whole document	Kasia Haywood	29/05/27

1. Purpose

To identify, establish, implement, document and maintain a procedure to ensure the effectiveness of the EMS internal and external communications systems. To ensure that relevant, accurate and controlled information reaches appropriate personnel and bodies.

2. Scope

This procedure is applicable to all internal and external communications relating to the EMS *excluding* the University's Significant Aspects and Impacts. It is relevant to all employees, contractors, and interested parties within the scope of the EMS.

3. Internal Communications

3.1 It is the responsibility of the Sustainability Manager (Scope 3) to ensure:

- Communications relating to the environment are disseminated to members of the Sustainability Team and Responsible Persons as identified by the Legal Register. In turn these communications are communicated to all relevant staff and contractors as identified in *COM-REG-005 EMS Communications* log.
- Individuals involved in the implementation and maintenance of the EMS, are aware of their individual role as part of the environmental performance of the University.
- Environmental and legislation updates and changes are raised at each legal register review and disseminated to staff as required.
- Management Review Meetings of the EMS are managed in accordance with the requirements of ISO 14001.
- All environmental incidents including near misses are collated by the Health and Safety Office or the Security Office and forwarded to sustainability-estates@bristol.ac.uk for action.

3.2 It is the responsibility of the Head of Net Zero Carbon & Sustainability:

- To communicate where relevant, changes to the EMS or key elements of Policy, Significant Aspects, audit results and outcomes of implementation review meetings to the Senior Management Team and the Chief Property Officer.
- To ensure that internal communications systems are implemented, managed and maintained.
- To ensure, where appropriate, environmental information is passed to members of staff and students via a range of channels.

4. External Communications

4.1 It is the responsibility of the Sustainability Manager (Scope 3):

- To ensure that all environmental complaints are forwarded to Sustainability-estates@bristol.ac.uk.
- The person receiving the complaint is required to record the following details using 'CL-REG-006 EMS Complaints Log' and forward the complaint to the responsible person advising the timeline for response.
 - the time of the complaint
 - the nature of complaint
 - severity of complaint
 - the immediate action taken
 - response time (within 10 working days)
- The Sustainability Manager (Scope 3) will review 'CL-REG-006 EMS Complaints Log' on a monthly basis to ensure the effectiveness of the system and forward any issues to The Head of Net Zero Carbon & Sustainability.
- CL-REG-006 EMS Complaints Log will be saved in the EMS SharePoint site, be kept indefinitely and continuously updated.
- A summary of complaints received is relayed to Senior Management at the Management Review.

4.2 It is the responsibility of the Head of Net Zero Carbon & Sustainability:

- To ensure that the University's Sustainability Policy, Sustainability Strategy and Sustainability Annual Report is available to staff, students, contractors and the general public via the University website.
- Communications relating to the environment are collated via the sustainability email inbox and responded to by the responsible person.

4.3 It is the responsibility of the Responsible Person as defined in the Legal Register to communicate any breaches in permitting, exemption requirements or environmental incidents to the regulatory bodies.

5. Associated Documents

COM-REG-005 EMS Communications



CL-REG-006 EMS Complaints Log