

# Communication

## Supplemental Information – Eustis

ISO 14001 requires that JBLE-Eustis establish and maintain procedures with regard to its Environmental Management System (EMS) and environmental aspects for internal communication between the various levels and functions in the organization, and receiving, documenting, and responding to relevant communications from external parties. The following supplemental content describes how JBLE-Eustis intends to implement this procedure.

### Purpose:

This procedure describes the proper channels for receiving, documenting, and responding to communications from internal and external interested parties and ensures effective and timely communication of relevant environmental issues, including the EMS and environmental aspects. External interested parties are defined as any interested person who is not a government civilian or military employee who has an interest in the environmental impacts of JBLE-Eustis' products, activities, and services. All external communication will be in accordance with Public Affairs IAW AFI 35-101, *Public Affairs Responsibilities and Management*, with the exception of direct communication with the regulatory agencies. The 733d Civil Engineer Division - Environmental Element may communicate directly with the regulatory agency and brief the Environmental, Safety and Occupational Health Council (ESOHC) Chair, EMS-Cross-Functional Team (CFT) Chair, Judge Advocate (JA) and Public Affairs (PA). Specific situations, e.g. releases, may require pre-coordination with 633 ABW and 733 MSG Installation Commander's.

Communications may include written correspondence, e-mail queries, telephone calls, or verbal questions at public meetings. External communications are conducted in accordance with Air Force Instruction (AFI) 35-101, Chapter 9, which establishes requirements for environmental public affairs.

In addition, this procedure describes the lines of internal communication between base organizations. Internal communication channels are used to receive and respond to the concerns of base personnel. The installation's environmental and EMS policy is communicated to all personnel via EMS Awareness Training which is incorporated into the Environmental Management Awareness and Competency (EMAC) training and during Newcomer Orientation Training. The EMS Policy Letter is also available for viewing on the JBLE-Eustis internet, 733 Civil Engineer Division and 733 CED/Environmental Element web pages.

### Background:

Internal communication is essential to the effective implementation and continued improvement of the JBLE-Eustis EMS. Communication informs JBLE-Eustis military, civilians, Mission Partners and those persons working on the JBLE-Eustis installation of the importance of the EMS and enhances awareness of JBLE-Eustis' Commitment to Environmental Management, environmental aspects, Environmental Vision, objectives, targets and tasks, environmental management plans, and accomplishments of the Environmental program.

External communication is essential to ensure that the installation receives, documents, and responds to relevant communications from interested parties. This includes consideration of and response to concerns from interested parties, and also addresses necessary communication with public authorities regarding emergency planning and other relevant issues. External communication also provides a media for keeping the environmental community aware of the accomplishments of the installation.

JBLE-Eustis is committed to provide information that is accurate with respect to the specific information, representative of the organization's overall EMS, adequately explained to the recipient, and easily understood by the recipient.

The CFT shall supplement procedures to clarify and document installation-specific internal and external communication procedures. The CFT reviews communication procedures annually as part of the EMS Management Review.

### **Internal Communication:**

Internal communication between JBLE-Eustis employees includes: email messages, letters, memoranda, base and Environmental Element public websites, base newspaper, newsletters or articles, bulletin board postings, trainings, posters, brochures, and eDASH CFT and ESOHC meetings/minutes.

*Urgent internal communication:* Communication where JBLE-Eustis leadership must be made aware of immediately. This type of communication is the result of communication with regulatory agencies or as a result of an incident which has an immediate negative impact to the environment. Such communications or incidents will be documented in the Enforcement Action, Spill and Inspections Environmental Reporting (EASIER) database. These Urgent communications include:

- Enforcement Actions (EA)
  - EA with Fines
  - EA requiring immediate response
  - EA updates
- Releases (Spills)
  - Reportable to Regulators
  - Reportable to Air Force
  - Non-reportable
- Regulatory Inspections
  - High Risk of EA
  - Low Risk of EA

### **External Communication:**

The 633 ABW Public Affairs (PA) Office serves JBLE-Eustis and provides specific and general support to environmental program objectives by communicating the Air Force commitment to public involvement and environmental excellence.

The Air Force develops and executes public engagement programs to build sustained public understanding, trust and support for Air Force people and missions. An active public affairs program is a cornerstone of the Air Force's environmental program and supports the intent of the National Environmental Policy Act (NEPA). The focus of PA activities is to inform and involve audiences during critical decision-making windows in various Air Force Environment, Safety, and Occupational Health (ESOH) programs. The objective of the ESOH program is to develop and implement innovative, integrated, and comprehensive solutions that enhance the Air Force's ability to project air, space, and cyberspace power globally. The primary Air Force ESOH priorities are to comply with all ESOH legal obligations, reduce risk by ensuring availability of workforce, natural and manmade resources by effectively managing ESOH risks, and continuously improving by instilling a culture of continuous ESOH improvement.

The Public Affairs office will ensure all members of the PA staff have appropriate training, are kept current on applicable local, national, and international Air Force-related environmental issues, and support PA

requirements for release of information to the public. As with any public communication, PA ensures news releases, newspaper display ads, social media material and media and public responses to queries are properly coordinated with the ESOH management team and, as needed, operations, legal, security, medical, safety, logistics, and other appropriate agencies or organizations before releasing environmental information.

The 633 ABW Public Affairs Office will:

- Serve as the Air Force point of contact for public and media queries.
- Review all environmental documents that are intended for release to the public.
- Promote the Air Force environmental program through communicating success stories to internal and external audiences.

Unit Environmental Coordinators (UECs) and/or Activity Environmental Coordinators (AECs) help communicate important environmental information with base unit personnel. The UECs/AECs are invited to ESOHC meetings to discuss environmental concerns and learn about the current status and issues affecting environmental programs. All base personnel also have the option of directly contacting Environmental Program Managers via phone or email for questions and concerns.

#### *External Communications with Regulatory Agencies:*

Communication with Regulatory Agencies shall only be performed by authorized JBLE-Eustis Environmental Program Managers. JBLE-Eustis Environmental Program Managers are required to communicate with Regulatory Agencies (Federal, state, and local authorities) as part of normal business. These include telephone, email and mail correspondence. All significant correspondence requires chain of command notification. All correspondence concerning regulatory agency queries is to be conducted through the appropriate Environmental Program Manager with assistance from Chain of Command and 633 ABW Judge Advocate Office [who serves the 733d Civil Engineer Division - Environmental Element (CED/CEIE)], if needed.

Response to information request, EA's and reports require appropriate command level signature. Notifications of spills, permit violations or deviations, and other required notifications to regulatory require installation Commander Approval prior to communication with regulators.

JBLE-Eustis documents and responds to complaints from non-agency external interested parties through the 633 ABW Public Affairs Office. Environmental external complaints are briefed by 733 CED/CEIE at the ESOHC.

IAW AFI 32-7001 paragraph 5.4.2 JBLE-Eustis has determined that we will communicate information regarding environmental aspects externally, including significant environmental aspects.

#### **Contractors and Suppliers:**

JBLE-Eustis considers any potential environmental impacts from contractors and suppliers and ensures statements of need and/or statements of work specify products that mitigate, minimize, or otherwise control potential environmental impacts.

#### **Communication Records (Documentation and Records):**

All documentation and records of correspondence are kept with PA and with appropriate Environmental Program Managers. These include any written and electronic correspondence from external media

queries (PA), responses to queries from external media queries (PA), and regulatory correspondence (Environmental Program Mangers).

Updated by J. Bateman on 6/20/20