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## Introduction

This procedure details how internal and external environmental communication is managed at Generation Division Head Office.

## 1 Scope

### 1.1. Purpose

To ensure that environmental communication takes place in an effective, well-managed, controlled and responsible manner.

### 1.2. Applicability

This procedure applies to internal and external communication at Generation Head Office Portfolios.

## 2 References

References to the following document(s) will enhance the understanding of the reader on the subject covered in this document. The requirements of these document(s) are, however, not an extension of this document.

Generation Division Governance Manual	: GGM1405
Generation Environmental Management Communication matrix	: GEM 006
EMS Manual	: 36-1030

## 3 Definitions and abbreviations

### 3.1 Definitions

Environment	Surroundings in which an organisation operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelation.
Environmental policy	Overall intentions and directions of an organisation related to its environmental performance as formally expressed by top management.
Eskom Holdings Limited	Eskom as defined in the Eskom Conversion Act, 2001 means the juristic person referred to in Section 2 of the Eskom Act and upon conversion means Eskom Holdings Limited. What this implies is that the word Eskom refers to Eskom Holdings Limited, which made up of all Divisions.
Management Representative:	The organization's top management shall appoint a specific management representative who irrespective of other responsibilities, shall have defined roles, responsibilities and authority
Organisation	Generation Head Office Portfolios
Portfolio:	Organisations within Generation's structure, reporting to the Managing Director

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	Generation
Preventive action	Action to eliminate the cause of a potential nonconformity.
Procedure	Specified way to carry out an activity or a process.
Record	Document stating results achieved or providing evidence of activities performed.
Stakeholder	Includes customers, investor's, government, the general public and employees
Verification:	The process of deciding if an item or service complies with agreed requirements by carrying out functional testing

### 3.2 Abbreviations

EMS	Environmental Management System
GEM:	Generation Environmental Management
SID	Sustainability and Innovation Division
EIA	Environmental Impact Assessment
ELC:	Environmental Liaison Committee
EMP	Environmental Management Programme
KPI:	Key Performance Indicator
CAD	Corporate Audit Department
GEXCO	Generation Executive Committee
GIM	Generation Information Management Department
Gx	Eskom Generation Division
ISO	International Organisation for Standardisation

## 4 Procedure

Environmental communication at Generation Head Office Portfolios is performed in the following way:

### 4.1 Responsibility - General

*Management representative*

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The Generation Head Office Portfolios EMS Management Representative ensures that relevant high-level environmental information is made known to the Generation Head Office Portfolio Managers and the Managing Director.

#### *EMS Administrator*

The EMS Administrator ensures that all policies and procedures relating to this management system are communicated to all environmental representatives and GEM.

The EMS Administrator also communicates any changes in legislation or any other requirement as related to the Gx head office EMS to all departmental environmental representatives and GEM..

#### *Departmental Environmental Representative*

The Departmental Environmental Representative ensures that all information provided is communicated to their respective departments

## **4.2 Responsibilities - Internal Communication**

Generation Environmental Management (GEM), is responsible for:

- a) Co-ordinating internal environmental communications as required.
- b) Communicating relevant environmental information to their respective departments.
- c) Communicating environmental performance to departmental management.
- d) Liaising and co-ordinating with Generation Communication and Corporate Communications.

Communication on internal environmental issues takes place as and when necessary through GroupWise, internal Generation Division publications such as GenTalk, departmental / inter-departmental meetings, Generation Executive Committee (GEXCO) and other relevant meetings, such as the Power Station Managers' Meetings.

## **4.3 Responsibilities - External Communication**

The Generation Head Office Portfolios EMS Management Representative or his/her official delegate shall liaise with relevant interested and affected parties, e.g. authorities.

The Environmental Management Representative co-ordinates external communications with relevant and applicable authorities regarding activities as the need arises.

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Interested and affected parties' concerns (complaints) are reported and recorded. Generation Head Office Portfolios environmental performance is reported as part of the overall Generation Division environmental performance in the Eskom Annual Environmental Report/Sustainability Report.

Communication through the print and electronic media is done by the Environmental Management Representative in co-operation with Generation Communication and Corporate Communication.

#### **4.4 Communication of Policy**

- 4.4.1 The Eskom SHE Policy and the Generation Division Head Office Policy Objectives will be made available to customers, stakeholders, IAP's on an ongoing basis, subject to Eskom's policy on access to information.
- 4.4.2 The policy objectives shall be distributed at Generation Division Head Office, with other appropriate environmental information.
- 4.4.3 Relevant departments will provide suppliers, service providers, contractors and consultants with copies of the latest Eskom SHE Policy and other environmental information where appropriate.
- 4.4.4 The EMS Management Representative, in co-operation with GEM and the various departments, are responsible for the drafting and reviewing of these documents and to provide relevant departments with these.
- 4.4.5 It can take the format of a printed document, a card or a brochure.

#### **4.5 Communication of Results**

- 4.5.1 Business results could be communicated internally by monthly business review meetings or through the divisional newsletter, *GenTalk*.
- 4.5.2 Business results (environmental performance) will be made available to external IAP's where it is required. Legal reporting is compulsory as dictated by legislation.

#### **4.6 Communication on Projects, Incidents etc**

- 4.6.1 All legal requirements will be met and appropriately communicated with the relevant authorities.
- 4.6.2 Eskom requirements will be met and abided by.
- 4.6.3 In all cases the communication will be closed out with an official close out report to parties affected or involved.

#### **4.7 Level of communication**

##### **4.7.1 Senior Management will be provided with information on:**

- Environmental performance
- Environmental trends
- SI environmental indicators viz.
- Environmental event and Legal contravention's

- Water Utilisation
- Emission performance
- Public complaints

These will be according to the Corporate Sustainability & Environment guidelines and deadlines. These are communicated for further dissemination.

#### **4.7.2 Middle Management**

In addition to the above, departmental managers are provided on a regular basis with specific information pertaining to the department, e.g. reporting frequency, recommended actions, status reports etc. (At Business Review Meeting).

#### **4.7.3 Other employees**

All Generation Division Head Office staff will receive the business review results. Other communications will be done as needed and at the appropriate time (e.g. Arbour Day)

### **5 Records**

All communication will occur via the appropriate format and means, including but not necessarily limited to:

- Briefing notes
- Reports
- Letters

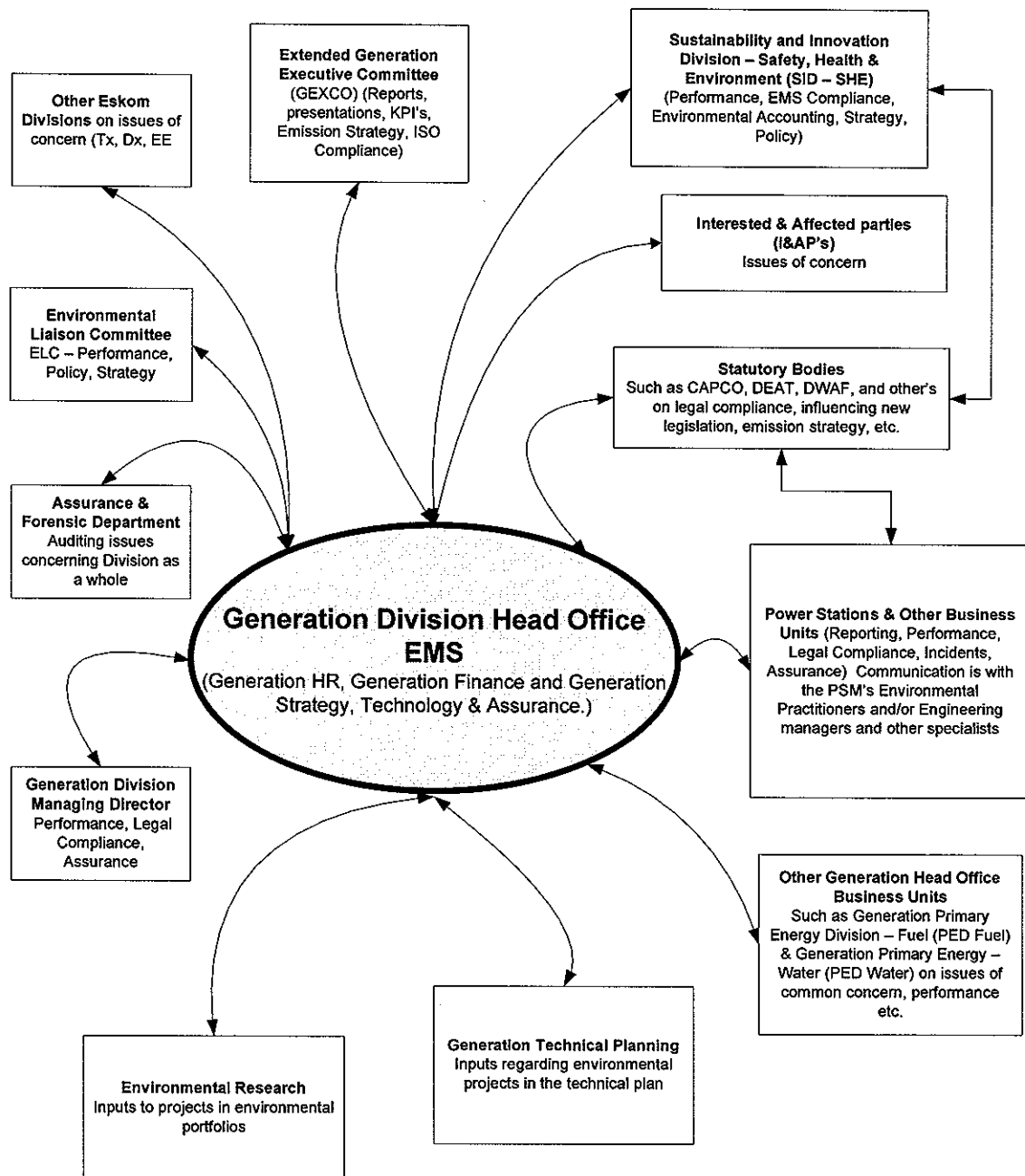
All communication is allocated the necessary documentation number as managed by the respective Business unit.

Each business unit is responsible for managing and archiving its respective communication documentation.

### **6 Annexes**

Annex A –Generation Head Office Communication flow diagram

### Generation Head Office Flow diagram





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## **7 Revision Information**

<b>Date</b>	<b>Rev</b>	<b>Remarks</b>
October 2008	0	Document review and update. Converted the procedure into the Eskom document template, using the Eskom numbering system. This procedure was previously known as part of the EMS Manual GGM 1079,