



**ABU DHABI WATER AND
ELECTRICITY AUTHORITY
(ADWEA)**

ADWEA & GROUP COMPANIES

Effective Date : 18.06.2009

Volume	Chapter	Version
19	23	2

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COMMUNICATION PROCEDURE

Approved by:

Planning & Development Director:



ADWEA HSE PROCEDURE MANUAL

COMMUNICATION PROCEDURE

Written by: _____ **Date :**
HSE SPECIALIST

Reviewed by: _____ **Date:**
TECHNICAL ADVISOR

Approved by _____ **Date:**
PLANNING & DEVELOPMENT
DIRECTOR

Effective Date:



هيئة مياه وكهرباء أبوظبي
Abu Dhabi Water & Electricity Authority

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1. Purpose

To ensure that all functions and levels within ADWEA are aware of the HSE policy, objectives and that appropriate communication takes place with regards to the effectiveness of the HSE system.

For receiving, responding and documenting communications from external sources relevant to HSE aspects of ADWEA.

To identify the type and nature of information that can be disclosed to external parties.

2. Scope

HSE policy, Objectives and Targets, Legal Requirements, HSEMS Procedures, HSE Aspects/Hazards and Associated Risks, control measures on each identified potential health and safety hazards, results of HSE performance, reports of accidents/incidents and communication of company's HSEMS requirements to other parties.

3. Responsibility & Authority

The HSE Specialist and all divisional heads are responsible for implementing this procedure.

4. Reference Documents

HSE Management System Manual

ISO 14001 – 2004 Environmental Management Systems Requirements

[OHSAS 18001 – 2007](#) Occupational Health, Safety Assessment [Standard](#)

5. Definitions

Shall, is taken to mean mandatory requirement.

Should, is taken to mean a requirement to be met to the greatest extent practicable.

May is taken to mean a requirement to be met open to the discretion of the authorised person.



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Standard is taken to mean National Standards, manufacturer specifications, drawings or equivalent.

Statutory requirements, is taken to mean laws, regulations applicable in the United Arab Emirates

6. Procedure

6.1 Internal Communication

The HSE Specialist and all Head of Divisions are responsible for communicating the HSE policy to all employees. This is done through the availability of the HSEMS in ADWEA intranet or by placing copies of the policy and its translation in languages understood by majority of the workforce at different locations in the ADWEA premises.

Legal and other requirements are communicated to each relevant function through intranet or by means of mails, memo or notice board or training/briefing and / or daily meeting etc, as required. All other communication from the interested parties will be informed verbally to each concerned employee, as appropriate.

6.1.1 Communications from management to employees

Head of Divisions will be informed about any changes to any area concerning the HSE management system including legal requirements, out come of the management review meeting through documents distributed by the HSE Specialist or through HSEMS in the intranet or by means of memo.

Heads of each Division are responsible for communicating the following to their staff:

- Information about legal & other requirements
- HSE policy and Departmental objectives
- Targets and HSE management program to relevant members of staff
- Importance of conformance to policy and HSE management system
- Environmental impacts of their activities and associated health & safety hazards/risks
- Their roles and responsibilities in achieving conformance to the requirements
- Consequences of deviation from procedures.



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6.1.2 Communication from employees to management

All employees are encouraged to report any potential non-conformity, Occupational health & safety hazard, environmental impacts, availability of new technologies to improve HSE performance, to their respective representatives (HSE Focal points), who in turn will communicate to the HSE Specialist. In addition, the HSE suggestion box available on the Intranet shall be utilized for this purpose.

The HSE Specialist will liaise with employee representatives as defined above to ensure that employees are included in review of policies and procedures for HSE and consulted when changes affecting workplace health and safety as well as the environment are to be made.

6.2 External Communication

6.2.1 Communication from outside Parties

This includes all written and verbal communications from governmental authorities, local residents, neighbouring establishments, and other interested parties, on subjects relevant to the HSE aspects of the company.

All/Any HSE related Communications received verbally or by telephone by any department will be communicated to the HSE Specialist.

The HSE Specialist is responsible for receiving and maintaining the records of such communications and forwarding copies to Heads of Divisions for information and deciding further action.

Contents of such communication will be forwarded to HSE Specialist by the Head of concern Division with any corrective or preventive action and for collecting information required for responding to such communications.

6.2.2 Communication to Outside Parties

This includes all communications concerning HSE subjects from the company to outside parties, response to communications from outside and data and information given to authorities as per legal requirements. The HSE Specialist or Administration manager will process all communications to external parties. Record of all outgoing communication will be maintained by Administration Officer.

In addition, any environmental concern(s) shall be communicated/announced to the outside parties, as above.



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Outside parties include:

- Regulatory bodies (e.g. ERWDA Tel. no 02-6817171)
- Federal and local government departments (e.g FEA Tel. no. 026777363)
- Local community
- Any other interested parties (*e.g, contractors ,subcontractors and visitors*)

6.2.3 Communication of legal matters

If required, the HSE Specialist shall engage the legal advisor to deal with issues relevant to the company's HSE aspects/hazards and communicate with outside parties.

6.2.4 Nature of Outgoing Information

Other than the data and information which are legally required to be given to authorities or those agreed to be given by the management of the company, it is the discretion of the management to decide the amount and nature of information that can be given to outside parties.

7 Documentation

Communication records