




Bangladesh Power Development Board

**INTEGRATED MANAGEMENT SYSTEM
(BASED ON ISO 9001:2015, ISO 14001:2015 & ISO
45001:2018 STANDARDS)**

COMMUNICATION PROCEDURE

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1.0 Purpose

This procedure describes the process for conducting Internal and external communication between various levels and functions of BPDB at regular intervals.

2.0 Scope

This procedure applies to all internal and external communications conducted between various levels and functions at BPDB.

3.0 Terms and Definition

None

Abbreviations

IMS - Integrated Management System

MR- Management Representatives

HOD - Head of the Department

BPDB – Bangladesh Power Development Board

4.0 Roles and Responsibilities


- **Chairman**

- Oversees the whole communication procedure.
- Arrange/sit on meetings with external bodies, if required.

- **MR**

- Fixing, in consultation with the Chairman or concerned personnel, the external parties that are required for communicating.
- Ensuring communication with/between all departments regarding IMS requirements
- Reporting on the status of recommendations and corrective action
- Update and maintain the records of any changes in communication procedure
- Ensuring that this procedure, and any revision, is maintained, approved, and communicated
- The implementation of this procedure
- Reporting on the status of recommendations
- Provides the necessary information in the meetings.
- Prepare necessary supporting reports/data etc. that may be required while attending the meetings

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- Provide necessary clarifications /make presentation as is necessary
- **Head of the Departments (HOD)**
 - Provide assistance to MR as and when required.
 - Provide the necessary information in the meetings
 - Prepare necessary supporting reports/data etc. that may be required in any case
 - Provide necessary clarifications /make presentation as is necessary to external bodies
 - Ensuring implementation of any requirements within their own department, with the assistance of MR

5.0 Procedures

5.1 Mechanism for Communication

Various tactics are implemented to ensure effective communication with all interested parties such as regulatory filings which includes permit applications, periodic reports and informal discussions with external representatives.

Additional techniques are used to solicit views of interested parties, including (but not limited to) newsletters, or informal meetings with representatives of external groups.

5.2 Internal Communication

Internal communication is maintained to make sure that personnel at relevant level and function within BPDB are aware of:

- The importance of conformance with the QHSE policies, through training sessions.
- Individual roles and responsibilities in following the IMS instructions.
- The risks associated with workplace activities and work practices.
- The IMS, through training sessions.
- Any change to policies or procedures that affect all employees to be communicated

5.2.1 Methods of Internal Communications

Internal communication will be maintained through:

- Sharing Server
- Safety Meeting
- Electronic mail

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- Presentation
- Training

5.3 Communications from External Parties

5.3.1 Effective external communications require that BPDB provides the information that is:

- Understandable and adequately explained to the recipient(s); and
- Accurate and verifiable picture of the plant structure and its IMS, or other related matters.

5.3.2 Inquiries and other communications from external parties concerning the BPDB's IMS performance may be received by a number of organization's representatives. All such communications are reviewed by the MR or his / her designee to determine the appropriate response, with the approval of Plant Manager

5.3.3 Communication with representatives of regulatory agencies is delegated to the MR who maintains records of all such communications. In MR's absence, it is done by his designee.

5.3.4 The MR maintains copies of all other written communications regarding IMS activities.

5.3.5 External communication shall be maintained in order to:

- Communication to visitors and through induction training.
- Organization will not communicate to external parties about its risks, significant environmental aspects and hazards.
- Inform external interested parties about the organization's QHSE policies.
- Deal with concerns and questions about risks, which may affect the community around

5.3.6 Personnel responsible for external communication:

- External communication concerning the risks of BPDB should be directed to the Plant Manager.
- MR will respond for external communication ultimately routing through plant manager

5.3.7 External communication such as requests for information and general inquiries concerning IMS issues will be maintained through:

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- Letters
- E-mails
- Visits
- Phone Calls

5.4 Reporting

Reporting will be done as per Reporting Procedure.

6 Reference

ISO 9001: 2015, ISO 14001: 2015 & ISO 45001: 2018 Standards

7 Appendix

None

8 Revision History

SI No.	Revision Number	Section	Change Made	Date of Creation

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