



PRIFYSGOL
BANGOR
UNIVERSITY

Environmental Management System

Environmental Awareness and Communication

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ISO 14001:2015 Clauses
7.3; 7.4.1; 7.4.2; 7.4.3

Environmental Awareness and Communication

A fundamental and integral part of any successful Environmental Management System (EMS) is an effective communication procedure.

Bangor University will proactively promote environmental awareness and respond to relevant communications on our EMS, retaining documented information as evidence of our communications, as appropriate.

The response to serious environmental complaints, either verbal, written or via social media, will be managed and coordinated centrally by the University's Governance team and Press Office.

Our primary communications pathways and relevant actions are listed in the table below.

Whom	Type of Information / Document	When	How	Responsible Officer
Internal				
All Internal (Staff, Students and Volunteers)	Environmental messaging	Regular updates and messages provided throughout the year	Staff and Student bulletins	Chair of SSG
	Environmental Policy	Upon starting employment and available continuously online	Policy available online Reference to policy made in staff and student inductions	Chair of SSG
	Evaluation of Aspects of the University's work	Continuously online	Available online	Campus Environmental Performance Team (CEPT)
	Contribution to the effectiveness of the EMS, and benefits of enhanced environmental performance	Included in annual report published annually	Available online	CEPT
	Implications of not conforming with the EMS and/or compliance obligations	If and when required	As appropriate to the target audience	Chair of SSG and relevant line managers / Deans / Directors

University Council and Executive	Annual Environment Report	Annually to the Executive	Committee papers	Chair of SSG
	Major Incidents	If and when required	Via the University Secretary	Head of Health, Safety and Campus Wellbeing
Contractors / Consultants (Building Services)	Code of Practice for Contractors which includes environmental practices	Upon appointment	In Document Pack and Campus Services induction sessions	Director of Estates and Campus Services
Contractors / Consultants (Non-building Services)	Procurement Strategy	Continuously online	Available online	Chief Financial Officer
Sustainability Strategy Group (SSG)	Annual Report Progress Reports Major Incidents EMS and SDG updates	For every meeting as applicable	Reports by the relevant officer	Chair of SSG
External				
Visitors	Display Energy Certificates As appropriate for the purpose of the visit	At time of visit	Signage in buildings as applicable	Campus Services
General public	General environmental information	Available at all times	Website / Press Release / Social Media	Marketing, Recruitment and Communications / SSG
	FOI requests	Specific detailed information upon request	Direct electronic communication	University Secretary
Prospective students	General environmental information	Available at all times	Website / Social Media / Prospectus	Marketing, Recruitment and Communications
Alumni	General environmental information	Available at all times	Website / Social Media Alumni Newsletters (Bangoriad)	Marketing, Recruitment and Communications
Bangor University Community Board	To be kept updated on environmental activities	As and when necessary	Social Media / Websites / Newsletters/ Meetings	Pro-Vice-Chancellor (Welsh Language, Civic

				Engagement and Strategic Partnerships)
HESA	Information, data, and statistics	Annually	According to the requirements of HESA	Chief Strategy and Planning Officer
Compliance				
ISO Auditors	All appropriate information associated with the EMS and compliance and performance against the ISO14001:2015 Standard	According to the schedule of the ISO Auditor	According to the requirements of the ISO Auditor	Head of Health, Safety and Campus Wellbeing
	Applicable serious accidents or breaches of regulation associated with the Emergency Services/HSE/NRW	Immediately after incident	Electronic/Phone	Head of Health, Safety and Campus Wellbeing
Emergency Services/HSE	Appropriate information associated with any major incidents associated with the Emergency Services/HSE	As and when required	As appropriate	Head of Health, Safety and Campus Wellbeing / Other appropriate Senior Officers
Environment Licensing Bodies	Appropriate information required by the licensing body	Upon application / renewal	According to the licensing body procedure	Head of Health, Safety and Campus Wellbeing
Welsh Government / HEFCW	In response to requests for information / circular letters	As and when required	As appropriate	Chief Strategy and Planning Officer
Reputational				
Media	Good news stories and management of any potentially adverse news stories	As and when required	As appropriate	Marketing, Recruitment and Communications
University League Tables	Information, data, and statistics	External audit of publicly available information	Website	Chair of SSG