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A PUBLIC COMMITMENT



Plastics and Chemicals Industries Association

CODE OF PRACTICE

Community Right to Know

COMMUNITY RIGHT TO KNOW CODE OF PRACTICE

INTRODUCTION

Purpose

This Code governs member company action regarding Community Right to Know, particularly in order to fulfil the Guiding Principle of Responsible Care which states:

“We will communicate with our local and broader communities about our activities and products and listen and respond to their concerns. We will inform them and other interested stakeholders of our health, safety and environmental performance.”

The Code is intended to result in member companies responding to community concerns about their activities by providing mechanisms for community consultation on processes and products and by providing extensive information in a simplified, readily accessible way. The level of effort will be proportionate to the inherent risk and the degree of community concern.

It should be noted that many companies have tailored quality, environment and safety systems such as ISO 9001 and ISO 14001. Implementing equivalent elements from those systems would meet the requirements of this Code of Practice. Where a company does not have a recognised management system, this Code of Practice provides guidance for sound Responsible Care practices. Implementation of management practice equivalent to the examples given with appropriate evidence of actions to achieve compliance with the Policy intent is acceptable.

Scope

Member companies endorse the principle of the community having a right to knowledge (subject to reasonable safeguards) of the chemicals stored within members' premises; the processes used at members' premises in manufacture of products; the transport arrangements for moving those chemicals to and from members' premises; and to information about possible health, safety or environmental effects from the manufacture, storage, transportation and/or use of such chemicals. Importers and Distributors will implement those sections of the Code which relate to their activities.

“The community” includes any person wishing to become informed of members' activities, but principally those persons having a direct interest, such as employees, contractors, customers and neighbours of members' or contracted facilities; or residents along transport corridors.

The Code interfaces with all of the other Responsible Care codes, particularly those concerned with Product Stewardship, Manufacturing Process Safety and Environment Protection.

Philosophy

Chemicals have the potential to cause harm to people and the environment if not managed correctly. Member companies are committed to handle and process chemicals safely at all times and to operate in a transparent and open manner.

To this end member companies will :

- Provide appropriate safeguards to minimise the risk to employees, customers, public or the environment;
- Provide relevant information on the hazards of chemicals to customers, urging them to use and dispose of chemical products in a safe and responsible manner; and make such information available to the public, to Government and to other interested stakeholders.
- Provide relevant information on process hazards and emergency response; and be responsive and sensitive to community concerns.

MANAGEMENT PRACTICES

Code Section / Management Practice	Examples of acceptable implementation of management practice
<p>1 COMMITMENT AND LEADERSHIP</p> <p>1.1 Policy</p> <p>Community awareness and Right to Know shall be incorporated into the culture and core philosophy of each company and implementation shall require senior management leadership through individual commitment, active participation, publishing of written policies and effective communication. Policies and Standards shall meet or exceed all legal requirements in letter and in spirit.</p> <p>1.2 Accountability</p> <p>Proportionate to both the inherent risk and the level of community interest and concern, responsibilities and goals for the process of Community Right to Know shall be established for individuals and teams throughout the organisation.</p> <p>1.3 Resources</p> <p>Each company shall identify and commit the appropriate financial, time and human resources necessary to develop and implement the processes necessary to meet the needs of the community for information and reassurance.</p> <p>1.4 Employee Participation</p> <p>Member companies appreciate that employees and their families not only have concerns but are potentially the industry's best ambassadors. Each company shall provide opportunities for employees to participate in the process of Community Right to Know, thereby sharing the leadership with all levels of the organisation.</p> <p>1.5 Safeguards</p> <p>Member companies shall be aware of but not abuse legitimate safeguards against supplying information that is beyond the scope of section 3.3.1 or may infringe personal privacy or legal rights of individuals or third party organisations; or which could endanger safety if misused.</p>	<p>1.1 (a) Published policy making reference to Community Right to Know (CRTK) principles is displayed prominently at each location and by each major business unit. This could be by means of the Responsible Care Guiding Principles.</p> <p>(b) CEO and senior management make their commitment to CRTK clear by regular communications including agenda items at regular meetings of senior management.</p> <p>1.2 (a) Job descriptions (or equivalent), where appropriate, include responsibilities for contributing towards CRTK programs.</p> <p>(b) Appraisal systems and rewards reflect the level of commitment to achievement of these goals.</p> <p>1.3 (a) Senior management regularly assess, provide and document the resources necessary for the implementation of policy related to CRTK objectives; taking into account the level of community concern.</p> <p>1.4 (a) The company provides opportunities for direct employee involvement in the CRTK and outreach programs.</p> <p>(b) There is direct positive involvement of some employees other than key communicators in community outreach.</p> <p>1.5 (a) Processes are maintained to ensure that key communications people are aware of what legitimate safeguards must be considered when providing information.</p> <p>(b) Policy and management communications shall make it clear that safeguards are not to be abused when addressing enquiries for information.</p>

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<p>2 PLANNING</p> <p>2.1 Assessment of Concerns</p> <p>Each company shall establish an on going process of assessment of employee, local community, government and other stakeholder concerns regarding the products and processes, including storage and transport. The process shall ensure that these concerns are reflected in plans and programs.</p> <p>2.2 Legal/other requirements</p> <p>Each company shall establish systems to identify and maintain knowledge of legal requirements and industry best practice in relation to Community awareness and Right to Know. Particular focus should be placed on the requirements for Major Hazard Facilities.</p> <p>2.3 Objectives</p> <p>Senior management shall highlight the importance of Community Right to Know by establishing it as an integral part of the management process. Clear direction and goals shall be set for the ongoing implementation of policy.</p> <p>2.4 Management Plans</p> <p>Management shall develop overall plans for Community Right to Know, which set targets and assure that adequate resources are made available. Accountability for the development and implementation of the plan shall be clearly assigned at all levels, and it shall be capable of measuring progress towards the objectives.</p>	<p>2.1 (a) There are established processes for input and consideration of concerns from employees and other stakeholders.</p> <p>(b) Corrective/preventative action on those concerns which are considered justified is reflected in the planning process.</p> <p>2.2 (a) Systems are in place for identifying and keeping up to date on legal requirements.</p> <p>(b) Company representatives participate actively in industry and technical forums to keep up to date on best practice and share experience.</p> <p>(c) Company representatives participate actively in industry processes to assist in developing appropriate new laws.</p> <p>2.3 (a) Senior management have published clear direction and expectations for the implementation of policy.</p> <p>(b) These expectations are translated into specific overall objectives for each site or business group.</p> <p>2.4 (a) Specific plans are written for CRTK activities for each site or business group</p> <p>(b) Plans reflect those stakeholder concerns which have been identified as needing attention.</p> <p>(c) Plans have the features outlined in this Management Practice.</p> <p>(d) Targets are appropriate for the level of operational risk.</p>

Code Section / Management Practice	Examples of acceptable implementation of management practice
<p>3 IMPLEMENTATION</p> <p>3.1 Structure and Responsibility</p> <p>3.1.1 Code and Program Implementation Each company shall establish a structure for the implementation for this Code, which includes an overall co-ordinator and Community Liaison Officer(s) or team(s) as appropriate. The structure shall include defined roles, responsibilities and authorities for the individuals or teams involved.</p> <p>3.1.2 Community Liaison Company representation on the community consultation panel, if established, shall be by senior management, supported as appropriate by process, technical and health, safety and environment personnel. If no panel is feasible, the same level of senior management shall be accountable for establishing and maintaining alternative means for dialogue, appropriate to the level of risk and community concern.</p> <p>3.2 Training, Awareness and Competence</p> <p>3.2.1 Employee Education Each company shall respond to employee concerns and assist them to respond to concerns of their family and friends by establishing a system and procedure for education of employees on relevant hazards, HSE programs and emergency preparedness/response.</p> <p>3.2.2 Communications Training Each company shall establish a program of communications training for key facility and company personnel who communicate with employees, emergency services, the media and the public concerning health, safety and environmental issues. Training programs shall include provision for assuring the competence of the individuals concerned and for re-training at regular intervals.</p>	<p>3.1.1 (a) The company has an overall coordinator for CRTK and a network of “Community Liaison Officers” or equivalent for each site or significant business sector; as appropriate for the size and complexity of the business and proportionate to the risk and level of community concern.</p> <p>3.1.2 (a) Senior management take a leading role in the Community Liaison Panel (CLP) and / or alternative methods of establishing an on going dialogue with the local community, as outlined further in this Code.</p> <p>3.2.1 (a) Education programs are established for keeping employees informed on HSE issues and ensuring a satisfactory level of understanding. (b) Specific attention is given to employee understanding of emergency preparedness and of potential impact on the community. (c) Employees are provided with reference material to use in addressing concerns of family and friends. (d) Processes are established to make it clear to all employees who is authorised to speak on behalf of the company and under what circumstances.</p> <p>3.2.2 (a) CRTK training programs are established for key communicators, as nominated by Management. (b) Training programs are conducted by experienced persons, who are familiar with community/media attitudes. (c) Training programs provide for assessment of competency and for regular retraining, as appropriate</p>

3.3 Communications**3.3.1 Information**

Each company shall be prepared to make available in respect of relevant chemicals (as appropriate to the nature and scale of the Business and subject to reasonable safeguards) information on:

- Material safety data sheets (MSDS)
- Inputs, processes, outputs and storage at member's premises
- Transportation to and from member's premises
- Waste treatment and disposal
- EPA (or similar agency) and Workcover (or similar agency) licences and reports
- Licensed and accidental emissions to air, land or water
- Reportable incidents occurring within member's premises or involving transportation of member's products or raw materials
- Future plans for member's premises, processes, products or environmental performance improvement
- Emergency response program
- Information on health monitoring which is undertaken (in aggregated format)
- Results of risk assessments, where these have been carried out.
- Risk Management and Reduction measures; and
- Industry profiles of performance and compliance.

Where the nature of the request for information involves a significant workload to comply, members may seek clarification of the purpose for which the information is sought and to negotiate a less burdensome response.

Information provided to the public shall be written in ordinary language and easy to understand.

- 3.3.1 (a) Key communication people have available or are aware of how to obtain all the material listed in the Management Practice.
- (b) Processes are established for key communicators to obtain the information in a timely manner.
- (c) Procedures are established for deciding what resources are necessary to obtain the information and criteria established for whether this is reasonable or a less burdensome response should be negotiated.
- (d) Issues such as residents' language other than English have been considered in developing appropriate and easy to understand information.

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<p>3.3.2 Employee Dialogue</p> <p>Each company shall establish processes for on-going dialogue with employees to respond to their questions and concerns and involve them in community outreach efforts.</p>	<p>3.3.2 (a) Processes are established for input from employees on their concerns and / or suggestions for improvement in CRTK and community outreach efforts. Techniques could include telephone or email “hotlines”, suggestion schemes, agenda items on HSE issues and CRTK at consultation meetings, etc.</p>
<p>3.3.3 Community Liaison Panels</p> <p>Companies shall endeavour strenuously to encourage the formation of community liaison panels, either in relation to their own premises singly or in concert with other members or organisations having premises in the vicinity. Direct public consultation shall be conducted, especially during times of change.</p>	<p>3.3.3 (a) Efforts have been made to establish local community attitudes to formation of a community liaison panel (CLP), at least for manufacturing sites.</p> <p>(b) There has been a formal assessment of whether to establish a dedicated panel or participate in an existing joint panel; based on community expectations.</p> <p>(c) Efforts have been made to establish a joint panel with other local industries if scale of the site or community interest makes a dedicated panel unworkable.</p> <p>(d) Public consultation is conducted during times of change.</p>
<p>3.3.4 Local Community Outreach</p> <p>Companies may also utilise other methods of communication and involvement which could include open days, school tours, community newsletters, letter box drops and advertisements/articles in local newspapers.</p>	<p>3.3.4 (a) Either in consultation with the CLP or directly if no CLP exists, formal consideration takes place of the need for communications such as those listed in this Management Practice.</p> <p>(b) Appropriate communications efforts have occurred.</p>
<p>3.3.5 Local Emergency Services</p> <p>Special emphasis shall be placed on two – way communication with local Fire Brigade and other Emergency Services personnel, particularly regarding emergency response but also to enhance their familiarity with company activities. See also section 3.7</p>	<p>3.3.5 (a) Outreach efforts have been made to encourage participation and familiarity of local emergency services; and to establish their concerns and information needs.</p>
<p>3.4 Documentation</p> <p>Each company shall establish and maintain appropriate written documents necessary to implement the Community Outreach / Right to Know program and have available the necessary information as outlined in 3.3.1.</p>	<p>3.4 (a) Appropriate documents related to efforts to ensure the community is informed and has the right to question the company’s action are identified and in use.</p> <p>(b) Documentation is properly developed and maintained.</p>

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<p>3.5 Document Control</p> <p>Each company shall establish and maintain systems to periodically review and update the information made available to the community; and to ensure that all stakeholders use only the most up to date document. Documents may be in paper or electronic form, but must be easily accessible.</p>	<p>3.5 (a) Systems are established to ensure that the information to be provided to the community is the most up to date version, consistent with the requirements of other Responsible Care Codes of Practice.</p> <p>(b) Documents related to the processes used for communicating with the community are regularly reviewed and updated; and only the most up to date version is used.</p>
<p>3.6 Operational Control</p> <p>3.6.1 Community Liaison</p> <p>The Community Liaison Officer(s) or Team shall establish, maintain and keep up to date channels of communication with the community; including at least local government and the local media, taking into account changes in those involved over time.</p> <p>3.6.2 Operation of Community Liaison Panels</p> <p>Community Liaison Panels (CLP), if established, shall operate on well managed and formal lines, with balanced representation and appropriate secretarial / technical support. If no CLP is established, alternative outreach programs shall be used.</p> <p>3.6.3 Responding to Requests for Information</p> <p>The Community Liaison Officer(s) or team shall establish processes for prompt and open response to requests for information; and for recording of what has taken place, to allow appropriate follow up.</p> <p>3.6.4 Community Complaints</p> <p>Each company shall ensure prompt and open response to community complaints, including at least a preliminary response on a 24 hour, 7-day basis.</p>	<p>3.6.1 (a) Efforts have been made to establish contact with people in local government and the local media; and to keep these contacts up to date.</p> <p>(b) A list of local community contacts is kept up to date; at least including all those who have made a complaint.</p> <p>3.6.2 (a) The CLP is set up and operates in a formal manner, including a calendar, agenda and record of proceedings or minutes.</p> <p>(b) Chairmanship of the CLP is by a suitably independent person, such as a representative of Local Government.</p> <p>(c) CLP representation is balanced and reflective of employee and community attitudes/concerns.</p> <p>(d) Proper secretarial / technical support is provided.</p> <p>(e) In the absence of a CLP or in addition, alternative outreach methods are in regular use.</p> <p>3.6.3 (a) Processes are in place for responding to requests for information, in a timely manner, by people with the necessary authority, e.g. a flow chart or equivalent.</p> <p>(b) Procedures include the recording of what has taken place and appropriate follow-up.</p> <p>3.6.4 (a) Well understood processes are in place for responding to community complaints.</p> <p>(b) Processes provide for complaint access and at least a preliminary response on a 24 hour, 7 day basis</p>

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<p>3.6.5 CRTK Requirements of other Codes</p> <p>The Code co-ordinator and/or Community Liaison Officer(s) or team shall establish regular co-ordination processes with other Code co-ordinators in order to ensure that the public information requirements of these other Codes are being met.</p>	<p>3.6.5 (a) Code Co-ordinators and the CLO / team meet regularly with other Code Co-ordinators to ensure that Code cross- relationships are being satisfied.</p> <p>(b) Action programs are published as a result of these meetings; and senior management are kept informed.</p>
<p>3.7 Emergency Procedures and Response</p> <p>3.7.1 Alarm Procedures Information</p> <p>In addition to having information on the Emergency Response program available on request, each company shall establish formal processes for making the community within the area likely to be impacted by an emergency aware, in particular, of alarm procedures and recommended action.</p> <p>3.7.2 Emergency Services Familiarity</p> <p>Each company shall establish formal processes to ensure that local Emergency Services receive the information they need to be able to respond appropriately and are encouraged to become familiar with the facility. Refer also to the Manufacturing Process Safety Code of Practice.</p>	<p>3.7.1 (a) Alarm procedure information is prepared in a convenient and easily understood format; and distributed to those households / premises likely to be impacted by an emergency.</p> <p>(b) Emergency information so distributed shall include at least how to recognise an alarm and what action to take.</p> <p>(c) Consideration has been given to publishing this information in languages other than English.</p> <p>3.7.2 (a) Emergency services have been asked what emergency information they wish to receive; and at least this information has been provided.</p> <p>(b) Emergency services are involved in regular site tours and other activities such as regular practice drills for emergency procedures.</p>
<p>4 PERFORMANCE MEASUREMENT AND CORRECTIVE ACTION</p> <p>4.1 Monitoring and Measurement</p> <p>4.1.1 Requests for Information</p> <p>Each company shall establish formal processes for monitoring and recording of requests for information and the nature and scope of the response.</p>	<p>4.1.1 (a) Procedures are in place for the monitoring and recording of requests for information and the nature and scope of the response; including follow up.</p> <p>(b) Monitoring processes confirm that responses are made only by suitably qualified and authorised people; and that the formal procedures have been followed.</p>

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<p>4.1.2 Complaints</p> <p>Each company shall establish processes for monitoring and recording of actual response to community complaints.</p>	<p>4.1.2 (a) Procedures are in place for the monitoring and recording of actual responses to community complaints; including follow-up.</p> <p>(b) Processes include confirming that the response has been timely; including at least a preliminary response on a 24 hour, 7 day basis.</p>
<p>4.1.3 Progress on the CRTK Program</p> <p>Each company shall review and report regularly on the progress towards achieving the goals of Community Right to Know program, including periodic surveys of local community attitudes, commensurate with the level of risk and of indicators such as complaints.</p>	<p>4.1.3 (a) There are regular reviews of progress towards the goals of the CRTK program / plan; including at least a summary report on trends in the responses to requests for information and complaints.</p> <p>(b) Processes are established for regular survey of community attitudes, commensurate with the risk and level of apparent concern. As a minimum, attitudes of CLP members and / or people complaining regularly have been surveyed. Surveys may be done in conjunction with other companies and/or industries.</p>
<p>4.2 Performance Analysis and Corrective Action</p>	
<p>4.2.1 Analysis of Poor Performance</p> <p>Each company shall include in the processes required by other sections of this Code formal procedures for analysing significant areas of concern or poor response and reporting these significant departures to senior management. This shall apply particularly to resolution of community complaints and concerns raised by the Community Liaison Panel.</p>	<p>4.2.1 (a) Evidence exists of analysis and reporting of findings on cases of poor response to requests for information and complaints. Analysis should preferably be done on a team basis.</p> <p>(b) Separate analysis and reporting is made on concerns raised by members of the CLP and / or other valued community contacts, such as local government or emergency services.</p>
<p>4.2.2 Corrective/Preventative Action</p> <p>Each company shall include in the processes required by other sections of this Code procedures for recommending and deciding on appropriate corrective and/or preventative action; with appropriate follow up.</p>	<p>4.2.2 (a) Documented procedures are established for recommending corrective/preventative action following analysis of trends in CRTK performance and poor performance in any particular instance.</p> <p>(b) Procedures include the requirement for proper authorisation of the planned action and reporting to senior management; including follow-up actions.</p>
<p>4.3 Records</p> <p>Each company shall establish systems and procedures to ensure that the records necessary to implement the requirements of this Code are prepared, retained in good order and accessible to those requiring the information.</p>	<p>4.3 (a) Individuals / teams responsible for the CRTK process and the implementation of this Code have considered and put in place systems and procedures for maintaining appropriate records.</p>

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<p>4.4 System Audit</p> <p>Each company shall establish procedures for the regular audit of the operation and effectiveness of the systems and procedures for Community Right to Know; and to provide appropriate reporting to Management.</p>	<p>4.4 (a) A regular audit (at least every two years) takes place on the extent of implementation of the agreed systems and procedures for CRTK.</p> <p>(b) Audits may be internal and/or external, as appropriate.</p> <p>(c) The results of these audits are reported to the appropriate level of senior management.</p>
<p>5 MANAGEMENT REVIEW</p>	
<p>5.1 Review of Code Requirements</p> <p>The CEO (or equivalent) of each company or major business unit shall become familiar with and review the requirements of this Code with appropriate members of senior management.</p>	<p>5.1 (a) There is direct involvement by the CEO (or equivalent) in reviewing the requirements of this Code, at least with the overall Code Co-ordinator, but preferably with the implementation team.</p> <p>(b) An appropriate induction process is in place for new personnel.</p>
<p>5.2 Review of Progress on Code Implementation</p> <p>At least every two years, the CEO (or equivalent) shall demonstrate commitment by actions including:</p> <ul style="list-style-type: none"> • Initiating a self- assessment on implementation of the Code. • Reviewing feedback from the assessment with senior management. • Initiating and approving agreed plans • Reviewing the results from implementation of the agreed plans. 	<p>5.2 (a) There is direct involvement by the CEO (or equivalent) in all of the activities listed in management practice 5.2</p> <p>(b) The self-assessment covers at least all the items in these self assessment criteria for the Code, preferably in the format to be used for reporting to PACIA in accordance with the agreed program.</p> <p>(c) The agreed plans are endorsed formally by the CEO (or equivalent) and communicated widely.</p>
<p>5.3 Program Review and Up-Grade</p> <p>The overall Community Right to Know program and compliance with this Code shall be reviewed and the program up-graded at least once every two years.</p>	<p>5.3 (a) A system is in place for assessment of system audit findings and appropriate corrective action.</p> <p>(b) In addition to the regular systems reviews, there is a periodic overview of the plans and Code compliance with regard to strategic direction and policy consideration, specifically targeted at upgrade of the plans and for input to PACIA on improvements to the Code.</p>

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<p>5.4 Industry Performance Profiles</p> <p>It is important that the industry compile and report on overall HSE performance, including code compliance. To this end, the CEO shall ensure that the results of the Self-Assessment are reported to PACIA in accordance with the agreed format and timetable. The CEO shall also ensure that the company responds to PACIA surveys on other performance indicators, as decided by the PACIA Board. The CEO shall confirm agreement for the company data to be included in PACIA public reporting.</p>	<p>5.4 (a) Self assessments on CRTK Code compliance are completed and forwarded to PACIA within the agreed timeframe.</p> <p>(b) Company response to other PACIA surveys on CRTK performance indicators is completed within the agreed time frame.</p> <p>(c) CEO agreement for inclusion of company data in public reporting of industry performance is given.</p>