



Responsible Care Code Sharing Session

Community Awareness and Emergency Response Code

Disclaimer: The documents shared are for reference only. By providing the evidence suggested in the examples might not guarantee an award. Subjected to evaluation by the panel of judges

Agenda

- Sharing of common misinterpretation of MPs
- Q&A



Key Objective of Community Awareness and Emergency Response (CAER)

To **foster communication** with the community-industrial neighbours and the public.

To assure **emergency preparedness**



Community Awareness and Emergency Response (CAER) Key Highlights

- Applicable for Manufacturers and Logistics Service Providers, and selected MPs (i.e., 1, 4, 5, 9) for Traders only
- 16 MPs and 55 Guidelines.
- Emphasis on applicability of MPs, through questions with examples to provide clarity in the requirement under 'Guidelines for Implementation,
- Reminder on the need to fulfill both the Community Awareness MP Sections and the Emergency Response MP Sections which carries equal weightage towards award classification.

Management Practice Applicability - LSP/M	Guidelines for Implementation	Status			Evidence/Remarks
		YES	NO	NA	
2. Effective communication skills Communications training for key facility and company personnel who will communicate with employees and the public concerning safety, health and environmental issues.	2.1 Are key company personnel for communication related roles been identified, and with their training requirements met such as: skill set in communication, outreach, media handling etc?				
	2.2 Is the programme developed for communication to employees and local community monitored and documented, such as outreach programmes?				
	2.3 Are training programmes for key company personnel on communication proficiency been implemented and documented?				



Common Missing Practices for Validation

- Poor indexing and / or incomplete cover notes. Supporting evidences do not relate to document index as described.
- Procedures furnished do not come along with last revision date as evidence of regular review in place.
- Missing supporting documents e.g., meeting minutes, drill reports and training records / certificates / photographs of activities to support field implementation in place
- Evidences attached do not confine to the period of self-evaluation.
- Documentary evidence are not legible (e.g. screenshots from monitor screen), making the review of supporting documents difficult



What Good Looks Like for Submission

- On '**General**': Supporting documents are placed accordingly to index folders.
- On '**General**': Supporting documents include procedures, meeting minutes, training records and photos to demonstrate activities are executed.
- On '**General**': Key points related to the MPs are properly highlighted on the supporting documents for ease of referencing.
- On '**ER Content**': Demonstration of a structured CERT team and / or with good ER communication network established within the company as well as with neighbours.
- On '**CA Content**': Supporting documents to provide key focus of the code on community outreach, know-how and feedback mechanism to internal (e.g. employees) and external stakeholders (e.g. government regulators, involvement in CDC events via SCIC etc.)



Thank you

