**Date last modified/updated:** Click here to enter a date. **Internal audit:** Click here to enter a date.

**Who last modified/updated:** Click here to enter text. **Management review:** Click here to enter a date.

**This part of the Navigator Playbook is completed when you have:**

1. **Developed and delivered an initial EnMS communication from top management that included the importance of energy management and the organization’s energy policy.**
2. **Developed the details for EnMS awareness training for specific personnel or departments.**
3. **Planned and implemented awareness training.**
4. **Conducted awareness training and retained records.**
5. **Planned and implemented internal communication processes of the EnMS, including a suggestion system.**
6. **Planned and implemented external EnMS communication processes.**
7. Develop and deliver an initial EnMS communication from top management that includes the importance of energy management and the organization’s energy policy.

|  |  |  |
| --- | --- | --- |
|  | We have developed content for an initial communication to the organization about our EnMS activities. | Our communication is a short email introducing the Energy team and the EnMS goal. It draws on the elevator speech section of task 4 worksheet. |
|  | We have communicated with top management the content we would like to communicate and they have agreed to deliver the message organization-wide. | Top management added a statement of clear support and pushed to combine this communication with another new year program announcement. |

1. Develop the details for EnMS awareness training for specific personnel or departments.

Awareness

We have ensured that communications address awareness of the following:

Conformance with the energy policy

The importance of following EnMS procedures and requirements

Roles, responsibilities, and authorities related to EnMS

Improved energy performance benefits

Impact of activities on energy consumption

1. Plan and implement awareness training.

We have used the awareness training forms shown on the following pages.

1. Conduct awareness training and retain records.

We have used the awareness training forms shown on the following pages.

1. Plan and implement internal communication processes of the EnMS, including a suggestion system.

We have established a process that will ensure that internal communications related to energy performance and the EnMS are carried out on a continual basis and have included the following topics:

Energy policy

The importance of energy management

Energy management responsibilities and authorities

Energy objectives

Energy performance of the organization

Other information about the EnMS, as appropriate

|  |  |  |
| --- | --- | --- |
|  | We have created a system for soliciting and recording suggestions from internal parties | We share the suggestions submission link quarterly with all site staff through established bulletin system |
|  | We have assigned responsibility for this to: | The communications liaison conducts this activity. |

1. Plan and implement external EnMS communication processes.

We have developed an external communication policy and process for our facility and will retain records of all activities pertaining to external communication.

As a part of our commitment to serving the American people we will share our energy policy and commitment to energy resilience through our two most visible platforms, Twitter and the facility website. We commit to actively sharing public information about our EnMS progress.

We have decided if and how our facility will engage in external communication regarding the energy policy, energy management system, and energy performance.

We publicly share information about our EnMS progress and policy on our Twitter account and facility website annually and after major capital projects complete.

|  |  |  |
| --- | --- | --- |
|  | We have created a system for soliciting and recording suggestions from external parties | We have a special suggestions system for all external parties, which we actively share annually with those directly up and downstream. |
|  | We have assigned responsibility for this to the following: | The sustainability team intern is responsible for responding to suggestions from the general public and informing appropriate supervisors of suggestions from priority external parties. |

EnMS Awareness Requirements Form

|  |  |  |
| --- | --- | --- |
| **EnMS Awareness Requirements Form** | | |
| Check the appropriate box below to specify whether this form is being completed for an individual, a position, or a department/functional unit:  ⬜ Employee: Click here to enter text.  ⬜ Position: General staff researcher  ⬜ Department: Research areas | | |
| **Required Awareness** | **Specific Requirements** | **Reference Materials** |
| Energy policy conformance | Click here to enter text. | Click here to enter text. |
| Relevant procedure conformance | Best practice office equipment use;  Where to find specific guidance for different lab equipment best practices | We add these explanations to equipment use-guides and to trainings |
| EnMS requirements conformance | Offering suggestions and feedback on trainings, outlined best practices | We list this in employee position descriptions, and point them to the EnMS main web page for additional information about which elements do and don’t refer to them. |
| Role, responsibilities and authority in achieving EnMS requirements | Following best practice use, offering suggestions | Click here to enter text. |
| Improved energy performance benefits | Energy hero accolade offered by department monthly, including free lunch! | Energy policy and general communications |
| Actual and potential impact of activities on energy consumption | Small impact individually, but important for developing organizational culture. | EnMS web page shares a series of estimates. This is also included in general annual training. |
| Activity contribution to energy objectives and targets achievement | Medium to large impact depending on research | This is included in position annual training |
| Potential consequences of procedure deviation | Click here to enter text. | Click here to enter text. |

EnMS External Communications Log

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **EnMS External Communications Log** | | | | | | | | |
| **1** | Date Received: | Assigned To: | Name of Requester: | Affiliation/Organization: | | | Contact Information: | |
| Summary of information Requested: | | Summary of Response: | | Date of Response: | Follow-Up Required? (If yes, describe) | | Date of Follow-Up: |
| **2** | Date Received: | Assigned To: | Name of Requester: | Affiliation/Organization: | | | Contact Information: | |
| Summary of information Requested: | | Summary of Response: | | Date of Response: | Follow-Up Required? (If yes, describe) | | Date of Follow-Up: |
| **3** | Date Received: | Assigned To: | Name of Requester: | Affiliation/Organization: | | | Contact Information: | |
| Summary of information Requested: | | Summary of Response: | | Date of Response: | Follow-Up Required? (If yes, describe) | | Date of Follow-Up: |

EnMS External Communication Record

|  |  |
| --- | --- |
| **EnMS External Communication Record** | |
| Date Received: | Assigned To: EnMS Communications Liaison |
| Name of Requester: N/A | |
| Affiliation/Organization: supplier | |
| Contact Information (address/telephone/e-mail): | |
| Information Requested: (proactively sent) energy policy and new requirements for procurement of appliances | |
| Summary of Response (Attach documents as appropriate): acknowledged receipt and agreed to update appliance offerings listed for facility in their systems | |
| Date of Response: |  |
| Is follow-up needed? (circle one) YES / NO | If yes, when is follow-up needed (date)? |
| If yes, describe what follow-up is needed: | Follow-Up Assigned To: |
| Date Follow-Up Completed: |

EnMS Training Needs Planning Matrix

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Completed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

| **WHAT TRAINING IS NEEDED?** | **WHO NEEDS THE TRAINING?** | **WHAT INFORMATION IS NEEDED? WHAT EnMS DOCUMENTS (if any) ARE INVOLVED?** | **WHO IS RESPONSIBLE FOR CONDUCTING THE TRAINING? (Position Title)** | **HOW/WHERE WILL THE TRAINING BE DONE?** | **WHEN WILL THE TRAINING BE DONE?** | **WHAT WILL BE THE TRAINING RECORD ?** |
| --- | --- | --- | --- | --- | --- | --- |
| General Awareness | All staff, contractors, and supplier account managers | EnMS policy, scope, management commitment, documentation plan | Communications Manager will design this self-guided training | The training will be offered online. | Annually in October | We will maintain a roster of trained people |
| SEU best practices | SEU users | Best practices for different uses, contacts for reporting malfunctions or concerns, | Facilities managers for departments owning the SEU with support from communications liaison | These trainings will be live and on-site, preferably in the SEU’s building | Annually in Q1 | Training rosters and question records will serve as the training record |
| Efficient procurement best practices | Procurement professionals | Federal efficient procurement regulations and contracting vehicle trainings | Procurement Director, with support from FEMP’s federal efficient procurement team and on site energy team members, Procurement Director | This will be an online employee on-boarding training with live annual review/update for all procurement professionals | Primarily online, with live annual review/update in first function meeting of the year | Procurement Director will ensure all procurement team receives training |
|  |  |  |  |  |  |  |

External Communications Planning Worksheet

| **Who is the target audience?** | **What is the purpose (goal) of the communication?** | **What will be communicated?** | **Who will communicate it?** (responsible position) | **How will it be communicated?** (mechanism or media) | **How often will the communication occur?** (frequency) | **When will the communication start?** |
| --- | --- | --- | --- | --- | --- | --- |
| Peers | Encourage sector standard for continuous improvement of energy performance | Pursuit of best practices in energy management and public EnMS goals | Communications manager and top management | Shared on social media and in industry groups | Once | Within 6 months of beginning implementation |
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Internal EnMS Communications Planning Worksheet

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| **Internal EnMS Communications Planning Worksheet** | | | | |
| **Communicate to whom?** | **Communicate what?** | **Who will do the communication?** (Responsible Position) | **What media will be used to communicate?** | **How often will the communication occur?** |
| General staff | Performance improvement observed from capital investment | Top management and energy team leader | Internal bulletin board system | Once per project |
| SEU users | Observed performance improvements for SEUs | Energy Team leader | Announcement in department meetings | Upon calculation of savings (annually) |
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Responsibility and Authority Matrix for Energy-Related External Communications

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| --- | --- | --- | --- |
| **Potential External Interested party** | **Frontline Responsibility/Authority**  (position title) | **Back-Up Responsibility/Authority** (position title) | **Ultimate (Top-Level) Authority**  (position title) |
| Customers | Department Heads | Facilities Managers | Site director |
| Shareholders | Energy Team Leader | Facilities Director | Site director |
| Utility Companies | Facilities director | Communications Director | Site director |
| Contractors | Department Procurement professionals | Facilities Managers | Procurement manager |
| Suppliers | Department Procurement professionals | Facilities managers | Procurement manager |
| Insurers | Department Procurement professionals | Facilities managers | Facilities director |
| Government Regulators | Compliance Coordinator | Communications Director | Site director |
| Local Officials | Energy Team Leader | Communications team | Site director |
| Emergency Responders | Facilities Manager | Facilities team | Facilities director |
| Media (crisis) | Communications director | Facility Manager | Facilities Director |
| Media (non-crisis) | Communications director | Energy team lead | Site director |
| Neighbors | Facilities Managers | Facilities team | Facilities director |
| Community | Energy team leader | Sustainability Director | Site director |
| General Public | Communications director | Sustainability Director | Site director |
| Environmental Groups | Communications team | Facilities team | Sustainability manager |
| Other: |  |  |  |
|  |  |  |  |
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Top Management Approval

|  |  |  |
| --- | --- | --- |
|  | Date approved: | Click here to enter a date. |
|  | Who approved: | Click here to enter text. |

Comments

Click here to enter text.