COMMUNITY AWARENESS REQUIREMENTS OF RESPONSIBLE CARE

The following is a summary of the requirements of the community awareness components of the Chemical Manufacturer's Association Responsible Care Program.

The code-elements are designed for flexibility so that they may be adapted for a given plant's individual circumstances.

1. **Ongoing assessment of employee questions and concerns** about the facility. This may include regular employee surveys or meetings.

2. **Communications training** for facility and company personnel regularly communicating with employees and the public on safety, health and environmental issues. May include workshops on CAER code or community relations.

3. **Employee education** on facility's emergency response plan and safety, health and environmental programs. May include employee briefings on environmental issues, emergency response drills or safety training seminars.

4. **Ongoing dialogue with employees** to respond to questions and involve them in community outreach efforts. May include employee meetings and recognition for employee work in the community.

5. **Regular evaluation of effectiveness of employee communications** efforts. May include evaluation forms or verbal feedback on meetings.

6. **Ongoing assessment of community questions and concerns** about the facility. May include survey of local residents or town meetings.

7. **Outreach program to educate media and community members** on the facility's emergency response program and community risks associated with the facility. May include plant tours and informational videos and brochures.

8. **Dialogue with citizens** responding to questions and concerns about safety, health and the environment. May include organization of community advisory panel or open house events.

9. **A policy of openness** providing convenient ways for interested persons to become familiar with the facility, its operations, and products, as well as its safety efforts. May include information centers, newsletters to the community and emergency hot-lines.

10. **Regular evaluation of community communication efforts.** May include surveys and focus groups.

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