



**Environmental Stewardship Program Award Ceremony
M-002-OPP-P-XX-09-S-R0
Standard Operating Procedure**

Office: Office of Pollution Prevention and Technical Assistance

Branch: Pollution Prevention

Section: NA

Revised: NA **Revision Cycle:** Every 2 years

Effective date: July 30, 2009

Scope of operations

This standard operating procedure (SOP) covers the standard process for scheduling and conducting award ceremonies for new members of the Environmental Stewardship Program.

Scope of applicability

This standard operating procedure (SOP) is to be used by Agency staff in the Office of Pollution Prevention and Technical Assistance, including the Assistant Commissioner and Environmental Stewardship Program (ESP) Manager, as well as the Communication Services Office, the Media Relations Office, and the Commissioner's administrative assistant.

Authorizing Signatures

I approve and authorize this standard operating procedure:

Rick Bossingham, Assistant Commissioner
Indiana Department of Environmental Management

Date

This Standard Operating Procedure is consistent with Agency requirements.

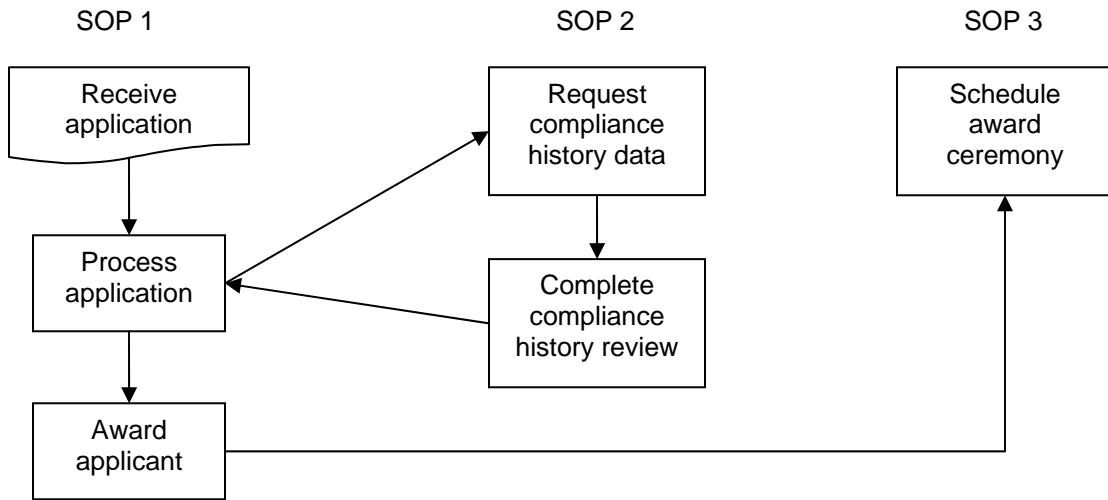
Quality Assurance Program, Planning and Assessment
Indiana Department of Environmental Management

Date

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1.0 Overview “work-flow” flowchart



SOP 1 refers to the Environmental Stewardship Program Initial Application Intake and Review SOP. SOP 2 refers to the Environmental Stewardship Program Compliance Check SOP. SOP 3 refers to the Environmental Stewardship Program Award Ceremony SOP. Refer to Section 5 for more details on the ESP Award Ceremony procedures.

2.0 Definitions

- 2.1. “Agency” – The Indiana Department of Environmental Management (IDEM).
- 2.2. “Agency staff” - Any employee or representative of the Indiana Department of Environmental Management including regular employees, temporary employees, contractors and interns.
- 2.3. “Assistant Commissioner for the Office of External Affairs (OEA AC)” – The Assistant Commissioner for the Office of External Affairs responsible to the Commissioner.
- 2.4. “Assistant Commissioner for the Office of Pollution Prevention and Technical Assistance (OPPTA AC)” – The Assistant Commissioner of the Office of Pollution Prevention and Technical Assistance responsible to the Commissioner.
- 2.5. “Commissioner” – The Commissioner in the Indiana Department of Environmental Management.
- 2.6. “Commissioner’s administrative assistant” – A non-supervisory agency staff responsible for fulfilling tasks as outlined in the Environmental Stewardship Program Award Ceremony SOP.
- 2.7. “Communications Services director” - A supervisory Agency staff responsible for handling all publication and outreach duties of the Agency.
- 2.8. “Communications Services Office” – The Agency office that handles all publication and outreach duties of the Agency.
- 2.9. “Environmental Stewardship Program (ESP)” – The Environmental Stewardship Program is a voluntary environmental performance based leadership program to promote continuous environmental improvement in Indiana. Members are afforded recognition and regulatory incentives from the Indiana Department of Environmental Management.
- 2.10. “Environmental Stewardship Program Initial Application Intake and Review” - The Initial Application Intake and Review is for receiving initial applications for membership into the Environmental Stewardship Program.

- 2.11. "Environmental Stewardship Program (ESP) member" – An entity approved by IDEM for membership in the Environmental Stewardship Program.
- 2.12. "Environmental Stewardship Program (ESP) manager" – A Senior Environmental Manager 1 responsible for managing and maintaining the day-to-day operations for the Indiana Environmental Stewardship Program.
- 2.13. "Environmental Stewardship Program (ESP) event planner template" – The ESP event planner template is a template used to capture all of the needed information for scheduling and conducting an ESP award ceremony.
- 2.14. "Media Relations Office" – The office responsible for handling community outreach duties within the Office of External Affairs.
- 2.15. "Media Relations director" – A supervisory Agency staff responsible for handling all communication outreach duties of the Agency.
- 2.16. "Microsoft (MS) Excel" – The spreadsheet and office productivity software used by the State of Indiana.
- 2.17. "Microsoft (MS) Outlook" – The e-mail and office productivity software used by the State of Indiana.
- 2.18. "Microsoft (MS) Word" – The word processing and office productivity software used by the State of Indiana.
- 2.19. "Office of External Affairs (OEA)" – The Office of External Affairs in the Indiana Department of Environmental Management.
- 2.20. "Office of Pollution Prevention and Technical Assistance (OPPTA)" – The Office of Pollution Prevention and Technical Assistance is a division of IDEM housing the Compliance and Technical Assistance Program (CTAP), the Pollution Prevention Branch (P2), the Source Reduction and Recycling Branch (SR&R), and the Community Environmental Health and Education Branch.
- 2.21. "Pollution Prevention branch chief" – A branch chief in the Office of Pollution Prevention and Technical Assistance and responsible to the Assistant Commissioner.

3.0 Roles

- 3.1. The ESP Program Manager shall:
 - A. Prepare for ESP Award Ceremony as indicated in Section 5 of this SOP.
 - B. Print the completed ESP event planner and press release for the OPPTA AC.
- 3.2. The Commissioner's administrative assistant shall:
 - A. Print the completed ESP event planner for Commissioner.
 - B. Prepare for the ESP award ceremony as indicated in Section 5 of this SOP.
- 3.3. The Communication Services directors shall:
 - A. Review and print certificates for ESP award ceremony.
- 3.4. The Media Relations director shall:
 - A. Prepare for ESP award ceremony as indicated in Section 5 of this SOP.
- 3.5. The OPPTA AC shall:
 - A. Conduct ESP Award Ceremony as indicated in Section 5 of this SOP.
- 3.6. The Commissioner may:
 - A. Conduct the ESP Award Ceremony as indicated in Section 5 of this SOP.
- 3.7. Training and experience requirements:
 - A. ESP Program Manager:
 - 1. Microsoft Word, Excel and Outlook
 - 2. SOP design and development

- B. Administrative Assistant:
 - 1. Microsoft Word, Excel and Outlook
 - 2. SOP design and development
 - 3. Scheduling of executive level staff

- C. Communications Services director:
 - 1. Microsoft Word, Excel and Outlook
 - 2. Publications and outreach

- D. Media Relations director:
 - 1. Microsoft Word, Excel and Outlook
 - 2. Media relations and issuing press releases

4.0 Description of equipment, forms, or software to be used

- 4.1. Equipment:
 - A. Copiers
 - B. Personal computer

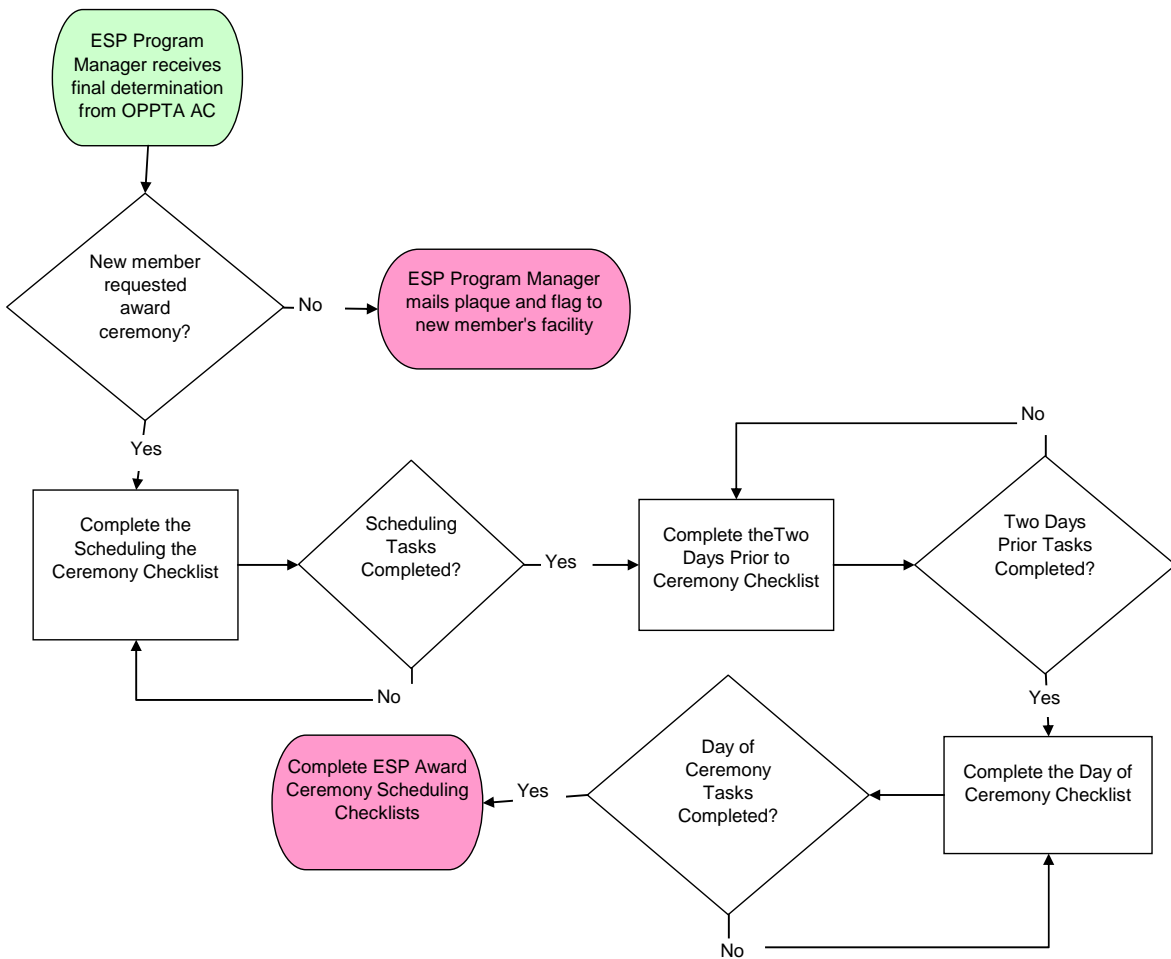
- 4.2. Forms:
 - A. Environmental Stewardship Program Initial Application Intake and Review
 - B. Environmental Stewardship Program Event Planner Template

- 4.3. Software:
 - A. Microsoft Word, Excel and Outlook

- 4.4. Supplies:
 - A. Environmental Stewardship Program flag
 - B. Environmental Stewardship Program plaque
 - C. Environmental Stewardship Certificate

5.0 Procedure

5.1. Procedural Flowchart



5.2. Procedure for scheduling ceremony

5.2.1. Receive final member determination from the OPPTA AC.

5.2.2. The ESP Program Manager shall within one (1) week of receiving determination from the OPPTA AC:

A: E-mail new members requesting preference of the following three (3) options:

1. ESP award ceremony with the Commissioner.
2. ESP award ceremony with the OPPTA AC.
3. An ESP award ceremony is not necessary and the ESP plaque and flag will be mailed to the member's facility.

B. Create ESP certificates and send to the Communications Services Office for printing and the Commissioner's signature.

- 5.2.3. The ESP Program Manager shall within one (1) week of receiving completed “ESP checklist for potential regulatory incentives”:
 - A. Create an ESP event planner for each new member requesting a ceremony with the OPPTA AC or the Commissioner.
 - B. E-mail new member’s information (names, contacts, and phone numbers) and the ESP event planner to the Commissioner’s administrative assistant and copy the Communications Services Office director.
- 5.2.4. ESP Program Manager shall, within two (2) days of receiving response from member, do one of the following according to the member’s preference:
 - A. Send ESP flag and plaque to the member if mailing.
 - B. Call member for available dates and schedule event with the OPPTA AC.
 - C. Respond to member with scheduling logistics when event is to be with the Commissioner and the OPPTA AC.
- 5.2.5. The Communications Services director shall review the ESP certificates, have Communications Services staff print and send certificates to the Commissioner’s administrative assistant.
- 5.2.6. The Commissioner’s administrative assistant sends signed certificates to the ESP Program Manager.
- 5.2.6. The ESP Program Manager shall assemble the plaques with the ESP certificates within one (1) week of receiving the certificates from the Commissioner’s administrative assistant.
- 5.2.7. The ESP Program Manager, within two (2) days of creating ESP event planners, shall e-mail ESP event planners to the OPPTA AC for approval.
- 5.2.8. The OPPTA AC, within two (2) days of receiving ESP event planners e-mail, shall review ESP event planners and provide comments to ESP Program Manager.
- 5.2.9. The Commissioner’s administrative assistant, within one (1) month of receiving ESP event planner, shall:
 - A. Contact the member with available dates for the Commissioner and the OPPTA AC.
 - B. Schedule award ceremony with the member.
- 5.2.10. The Commissioner’s administrative assistant, within two (2) days of scheduling the ceremony, shall:
 - A. E-mail ceremony date and time to ESP Program Manager and the Media Relations director.
- 5.2.11. The ESP Program Manager, within 2 days of receiving ceremony date from the Commissioner’s administrative assistant, shall:
 - A. Send meeting request via Outlook calendar to the OPPTA AC to confirm ceremony attendance with Commissioner.
- 5.2.12. The Commissioner’s administrative assistant, within one (1) week of the scheduled ceremony, shall:
 - A. Print ESP event planner and place in event folder.
 - B. Create check off sheet and attach to folder.
 - C. Make a copy of facility overview and event planner.
 - D. Give copies to the Commissioner.
- 5.2.13. The Media Relations director, within in one (1) week of receiving ceremony date, shall:
 - A. Create a news advisory and press release.
 - B. Send news advisory and press release to ESP Program Manager and Commissioner’s administrative assistant to review.
- 5.2.14. The ESP Program Manager and the Commissioner’s administrative assistant, within two (2) days of receiving drafts from the Media Relations director, reviews the news advisory and press release then provides comments or additional information and then returns the draft back to the Media Relations director.

- 5.2.15. The Media Relations director shall:
 - A. Within two (2) days of receiving approval from the ESP Program Manager and *the Commissioner's administrative assistant*, present the draft press release to the OEA AC.
 - B. Within two (2) days of receiving comments from the OEA AC, send the news advisory and press release revision(s) to the ESP Program Manager to review.
- 5.2.16. The ESP Program Manager shall review the revised news advisory and the press release, provide comments and send final electronic version to the Media Relations director.
- 5.2.17. The Media Relations director shall e-mail approved news advisory and press release to the ESP program manager and the Commissioner's administrative assistant, within two (2) days of news advisory and press release approval.
- 5.3. Procedure two (2) days prior to ceremony
 - 5.3.1. The Commissioner's administrative assistant shall:
 - A. Place the news advisory and press release in the Commissioner's event folder two (2) days before the scheduled ceremony.
 - B. Call the facility contact person to confirm location of ceremony.
 - 5.2.2. The Media Relations director shall issue the news advisory two (2) days before the scheduled ceremony.
 - 5.2.3. The ESP Program Manager shall provide the plaque(s), certificate(s) flag(s), event planner(s) and press release(s) to the OPPTA AC or the Commissioner.
- 5.4. Procedure for day of ceremony
 - 5.4.1. The ESP Program Manager shall e-mail the press release to the member on the day of the ceremony.
 - 5.4.2. The Commissioner's administrative assistant shall confirm transportation to ceremony and assist the Commissioner and the OPPTA AC in preparation for arrival at ceremony.
 - 5.4.3. The Media Relations director shall issue the press release.
 - 5.4.4. The Commissioner or the OPPTA AC will present the plaque, certificate and the flag to the member at the ceremony.

6.0 Records Management

The ESP program manager stores and maintains all electronic documents received pertaining to the ESP Award Ceremony SOP in the respective member's ESP file folder within the ESP filing cabinet, ESP Program Manager's Outlook e-mail file folder, or on the Agency's server.

7.0 Quality Assurance / Quality Control

Scheduling of ESP award ceremonies are reviewed against the criteria outlined in Section 5. Future updates to this SOP document are reviewed by the Pollution Prevention branch chief, Operations branch program director, OPPTA AC, OEA AC and the quality assurance manager.

8.0 References

- 8.1. Environmental Stewardship Program Initial Application Intake and Review SOP
- 8.2. Environmental Stewardship Program Compliance Check SOP
- 8.3. Environmental Stewardship Program Template: I:\P2\Stacey\ESP\Members\Award Ceremony


9.0 History of Revisions

Not applicable, because this is the first version of this SOP.


10.0 Appendices

- 10.1. Scheduling the Ceremony Checklist
- 10.2. Two Days Prior to Ceremony Checklist
- 10.3. Day of Ceremony Checklist
- 10.4. ESP Event Planner Template: I:\P2\Stacey\ESP\Members\Award Ceremony


Appendix 10.1. Scheduling the Ceremony Checklist

	<h2 style="margin: 0;">Environmental Stewardship Award Ceremony Scheduling the Ceremony Checklist</h2>
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Completed?	Task or Process	Person Responsible	Time Frame
<input type="checkbox"/>	Email new members requesting preference from following three options: <ol style="list-style-type: none"> 1. ESP award ceremony with Commissioner; 2. ESP award ceremony with OPPTA Assistant Commissioner; or, 3. An ESP award ceremony is not necessary and the ESP plaque and flag can simply be mailed to the member's facility. 	ESP Program Manager	Within one week of receiving final member determination from OPPTA Assistant Commissioner
<input type="checkbox"/>	Receive response from new members: <ol style="list-style-type: none"> 1. By mail → send ESP flag and plaque to member 2. Event with OPPTA Assistant Commissioner → call member for available dates and schedule event with OPPTA Assistant Commissioner 3. Event with Commissioner and OPPTA Assistant Commissioner → respond to member with scheduling logistics. 	ESP Program Manager	Within two days of receiving response from member
<input type="checkbox"/>	Create ESP certificates and send to MACS for printing and Commissioner's signature	ESP Program Manager	Within one week of receiving final determination from OPPTA Assistant Commissioner
<input type="checkbox"/>	Assemble plaques with ESP certificates	ESP Program Manager	Within one week of receiving certificates from Commissioner's office
<input type="checkbox"/>	Create an ESP Event Planner for each new member requesting a ceremony with OPPTA Assistant Commissioner or Commissioner	ESP Program Manager	Within one week of receiving completed "ESP Checklist for Potential Regulatory Incentives"
<input type="checkbox"/>	Email ESP Event Planners to OPPTA Assistant Commissioner for approval	ESP Program Manager	Within two days of creating ESP Event Planners
<input type="checkbox"/>	Review ESP Event Planners and provide comments to ESP Program Manager	OPPTA Assistant Commissioner	Within two days of receiving ESP Event Planners email

	<h2 style="margin: 0;">Environmental Stewardship Award Ceremony Scheduling the Ceremony Checklist</h2>
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Completed?	Task or Process	Person Responsible	Time Frame
<input type="checkbox"/>	Email new member names, contacts, phone numbers, and ESP Event Planner to Commissioner's Administrative Assistant and copy Director of Media Relations	ESP Program Manager	Within one week of receiving completed "ESP Checklist for Potential Regulatory Incentives" from all new members
<input type="checkbox"/>	Contact member with available dates for Commissioner and OPPTA Assistant Commissioner	Commissioner's Administrative Assistant	Within one month of receiving ESP Event Planner
<input type="checkbox"/>	Schedule award ceremony with member	Commissioner's Administrative Assistant	Within one month of receiving ESP Event Planner Template
<input type="checkbox"/>	Email ceremony date and time to ESP Program Manager and Director of Media Relations	Commissioner's Administrative Assistant	Within two days of scheduling ceremony
<input type="checkbox"/>	Send meeting request to OPPTA Assistant Commissioner to confirm ceremony attendance with Commissioner	ESP Program Manager	Within two days of receiving ceremony date from Commissioner's Administrative Assistant
<input type="checkbox"/>	<ul style="list-style-type: none"> • Print ESP Event Planner and place in event folder • Create check-off sheet and attach to folder • Make a copy of facility overview and event planner • Give copies to Commissioner 	Commissioner's Administrative Assistant	Within one week of scheduled ceremony
<input type="checkbox"/>	<ul style="list-style-type: none"> • Create news advisory and press release • Send to ESP Program Manager and Commissioner's Administrative Assistant to review 	Director of Media Relations	Within one week of receiving ceremony date
<input type="checkbox"/>	Review news advisory and press release, provide comments or additional information and send draft back to Director of Media Relations	ESP Program Manager	Within two days of receiving drafts

	<h2 style="margin: 0;">Environmental Stewardship Award Ceremony</h2> <h3 style="margin: 0;">Scheduling the Ceremony</h3> <h3 style="margin: 0;">Checklist</h3>
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Completed?	Task or Process	Person Responsible	Time Frame
<input type="checkbox"/>	Take draft press release to Office of External Affairs Assistant Commissioner for review and approval	Director of Media Relations	Within two days of receiving approval from ESP Program Manager
<input type="checkbox"/>	Send news advisory and press release revision(s) to ESP Program Manager to review	Director of Media Relations	Within two days of receiving comments from Office of External Affairs Assistant Commissioner
<input type="checkbox"/>	Review revised news advisory and press release, provide comments, and send final electronic version to Director of Media Relations	ESP Program Manager	Within two days of receiving drafts from Director of Media Relations
<input type="checkbox"/>	Email approved press release and news advisory to ESP Program Manager and Commissioner's Administrative Assistant	Director of Media Relations	Within two days of press release and news advisory approval

**Appendix 10.2.
Two Days Prior to Ceremony Checklist**

	<h2>Environmental Stewardship Award Ceremony Two Days Prior to Ceremony Checklist</h2>
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Completed?	Task or Process	Person Responsible	Time Frame
<input type="checkbox"/>	Place news advisory and press release in Commissioner's event folder	Commissioner's Administrative Assistant	Two days before scheduled ceremony
<input type="checkbox"/>	Call to confirm location of ceremony	Commissioner's Administrative Assistant	Two days before scheduled ceremony
<input type="checkbox"/>	Issue news advisory	Director of Media Relations	Two days before scheduled ceremony
<input type="checkbox"/>	Provide plaque, flags, event planner, and press release to OPPTA Assistant Commissioner or Commissioner	ESP Program Manager	One day before scheduled ceremony

**Appendix 10.3.
Day of Ceremony Checklist**

	<h2>Environmental Stewardship Award Ceremony Day of Ceremony Checklist</h2>
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Completed?	Task or Process	Person Responsible	Time Frame
<input type="checkbox"/>	Email press release to member	ESP Program Manager	Day of ceremony
<input type="checkbox"/>	Check gas in car and get Commissioner and OPPTA Assistant Commissioner leaving for ceremony	Commissioner's Administrative Assistant	Day of ceremony
<input type="checkbox"/>	Issue press release	Director of Media Relations	Day of ceremony
<input type="checkbox"/>	Present plaque and flag to the member at the ceremony	Commissioner or OPPTA Assistant Commissioner	Day of ceremony

**Appendix 10.4.
ESP Event Planner Template**

ESP Event Planning

Accept _____ Decline _____ Date of Event:

Time of Event:

Name of Event: *ESP Award Ceremony*

Location of Event:

Address of Event:

Commissioner's involvement: welcome: presentation: keynote: tour: meals:

Event contact Person: Phone#:

IDEM contact Person: *Stacey Martindale* Phone#: (317) 233.5554

How many in attendance: List IDEM staff in attendance:

Length of speech: *10 minutes* Q & A: Yes or No

Room arrangement: *Unknown*

Topic: *Award ceremony recognizing facility as member of Indiana Environmental Stewardship Program*

Talking points attached: Yes No

Agenda attached: Yes No

Communications Services Office responsibility

Media Advisory: _____

Press Release: _____

Facility Overview

Facility name:

Parent company:

Products:

Major Processes:

Air Permit:

RCRA Status:

NPDES Permit:

Requested ESP member incentives:

Land:

Air:

Water:

Other information:

Description of Project:

ESP Purpose:

IDEM in partnership with the innovative leaders in industry can show that thoughtful environmental action can strengthen both the environment and the economy.

ESP Requirements for entry:

1. Satisfactory compliance record
2. Implemented and EMS
3. Commit to one environmental improvement initiative each ESP membership year

ESP incentives include public recognition, regulatory flexibility, and favorable consideration in OPPTA's innovative grant programs

Current ESP Membership:

Driving Directions: