



Administrative Change Management

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1 Introduction

Smith Brothers Pipe maintains an integrated ISO Quality Management System (QMS) environment designed to provide a proactive framework for performance quality service management.

- ✓ ISO 9001:2015 Quality Management System

It is important that stakeholders involved in Smith Brothers Pipe business operations and performance understand their role and how the activities they perform contribute to the achievement of our objectives.

The establishment and ongoing communications regarding our ISO Quality Management System (QMS) is a key activity that underpins all Smith Brothers Pipe activities.

2 Scope

This communication plan sets out how interested parties both within and outside Smith Brothers Pipe will be communicated with. It identifies who the interested parties are and how we intend to communicate with them.

Types of communications include:

- Advertisements for newspapers, radio, television, trade journals, magazines, brochures, and trade association bulletins.
- Requests for photographs, videotape footage, etc.
- Requests for endorsements of product vendors, consultants, etc.
- Requests for sponsorships of civic, professional community and/or other groups.
- News articles, interviews, editorials, research papers and/or other business-related commentary.
- Announcements/notices dealing with:
 - Purchases
 - Management changes
 - Operating schedules
 - Wages
 - Benefits
 - Working conditions
 - Policy
- Technical and/or financial data or any other proprietary information.
- Sales efforts – any information given to external customer, prospective customer, tradeshow, conference, etc. (more detail in next section)
- Recruiting advertisements for open position with Smith Brothers Pipe

3 Communication Plan

The general approach for ensuring effective engagement and communication with respect to our ISO integrated Quality Management System (QMS) is as follows:

1. Identify the audience/interested parties
2. Define the appropriate communication topics for each interested party
3. Agree on the most appropriate methods of engagement and communication
4. Implement the plan
5. Obtain and act on feedback about the success of the communication, via input to the continual improvement plan

These steps are considered individually in the following sections.

4 Audience

This communication plan is aimed at interested parties, both internal and external, contract and permanent, who have a part to play in the operation and maintenance of our QMS.

The interested parties include:

- Leadership Team
- Employees
- Suppliers i.e., managed service providers, contractors
- Customers
- Regulatory bodies
- Emergency services
- Media

5 Communication Topics

The communication plan is intended to communicate the key items of information in the following main areas:

- The business environment in which the QMS operates, including significant changes as and when they occur
- The overall framework of our QMS including the strategic direction, policies, plans and objectives that are to be achieved
- How the QMS measures relate to the needs of the business, both now and going forward
- How the QMS is intended to capture and fulfil the business requirements for quality service management
- The professional, statutory, regulatory and contractual requirements and constraints within which the QMS must operate
- Updates on how plans are progressing towards meeting the objectives of the QMS

- Awareness of the risks to the QMS and our approach to addressing them

The level of detail required in the above areas will vary across the interested parties involved.

5.1 Communication Methods

There are several established communication methods in place within Smith Brothers Pipe and these will be used where possible: They are:

email
Video conferences
Vendor & Client Meetings
Employee portals
All hands/town hall meetings
Employee newsletters

Where appropriate, additional methods will be put in place, on either a temporary or permanent basis, to supplement those already available.

A breakdown of the ways in which information will be communicated to the relevant interested parties is shown in the following table.

Interested Party	Subject of Communication	Method(s)	Frequency
Management Team	• QMS strategy • Objectives • Risk management • Policy review & setting • Major nonconformances • Breach activity review • Incident Response Plan maintenance	Mgmt. Review Meeting	As Required
Employees	• ISO management system awareness, policies, and practices ex. training & education • Objectives • QMS performance and improvement feedback	• Employee meetings of various sorts • eMail • Training Webinars	Monthly & Quarterly
Consultants	• QMS policies • Contractual requirements • Supplier obligations	• Supplier meetings • Project meetings • eMail	Initial Start and as needed.

Interested Party	Subject of Communication	Method(s)	Frequency
	QMS performance and improvement feedback		
Customers	- Existence of QMS - QMS performance and improvement feedback	- Marketing material - Responses to RFPs - Meetings	As required
Suppliers	- Existence of QMS - QMS performance and improvement feedback	Various appropriate means	Upon establishment of relationship

*Table 1 - Communication methods***5.2 Communication Procedures**

Ownership will be established for each of the communications methods identified above so that they are performed in a managed, repeatable way.

5.3 Feedback about Communication

For each interested party, a designated relationship owner will be assigned who is responsible for obtaining feedback on the success of communication and managing the relationship on an ongoing basis. Relationship owners are shown in the following table.

Interested Party	Relationship Owner
Executive Management	VP, Sec Stacy Smith
Employees	Quality Manager Wesley King
Consultants	President Wesley Smith
Customers	Operations Manager Eric Banuelos
Suppliers	VP, Treasurer Andy Smith

Table 2 - Relationship owners

In general, reviews will be held with each interested party at least once per year. They may be held more frequently if top management decides it is warranted.

Feedback about the success of communication will be collected, evaluated and, if appropriate, incorporated into the Plan.

6 Conclusion

Having effective communication with interested parties is key to the success of our business. The communication methods set out in this document should help to ensure that everyone involved remains well informed about QMS issues and has an opportunity to provide feedback both on the channels used and their content.