

Factsheet 2.06 – Transparency and Visibility

Public visibility of the application, draft report and permit, submissions, objections and final report and permit. The permit procedure must be fully transparent and allow for public participation. This requirement is stated explicitly in the Industrial Emissions Directive and comes from the Aarhus Convention. Relevant documentation should be made available online throughout the entire permitting process. This includes the following elements:

- Permit application
- Environmental Impact Statement, where relevant
- Natura Impact Statement, where relevant
- All correspondence between the regulator and other relevant statutory bodies.
- All correspondence with, and submissions and objections received from, third parties, including interested members of the public
- All further information received from the applicant
- Draft Permit
- Report of the permit writer
- Technical report considering any objections
- Final Permit

Applicants should be made aware that all information is made publicly available; therefore confidential information should not be generally submitted. In the event that an applicant requires information to be kept confidential, it must be strongly justified. If it is not necessary for the consideration of the permit application, it is returned to the applicant.

It is also possible to interact with the permitting process online, using a facility to make online submissions and objections at the appropriate parts of the process.

Internal and external communication

Some good practices for internal and external communication are:

- Communication plan that ensures the involvement of various stakeholders in the process;
- Protocols that describes how letters are formally stored and how communication through internet can take place;
- A customer charter, which is published on the website of the competent authority and includes all applicable documents, correspondence and decisions by the competent authority;
- An annual internal communication plan, that includes: media relations, website and intranet, publications, internal communications, internal newsletters, exhibitions, environmental surveys, education etc);

- A national web based communication system for all communication between competent authority and applicants.