

**ENVIRONMENTAL MANAGEMENT SYSTEMS  
MANUAL  
Issue: 1**



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**MANUAL IDENTIFICATION**

This document is a **Controlled** copy.

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Issued to: Ian Bowers

Title: Environmental Management Representative

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Signed:..... Director.

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## **COMPANY PROFILE**

Aran Services are dedicated to providing householders with cost effective energy efficiency solutions that not only reduce household running costs, but limit the impact that you and your family have on the environment by cutting down your carbon dioxide emissions.

Operating from purpose-built premises in the centre of the Eastern Region, the company offers a 'Whole House' solution to the energy efficiency challenge, based on the understanding that every element of a building's energy consumption should be considered in order to increase its overall energy efficiency and reduce its carbon footprint.

Since our formation in 2004, Aran Services Ltd has striven to provide its customers and clients in both public and private sectors with excellence in the field of energy efficiency.

At Aran Services Ltd our skilled workforce of installers, surveyors and managerial staff are focussed on providing an exceptional customer service, employing a range of services from initial energy assessment through to the installation of renewable energy technologies in order to provide our clients with the best possible energy efficiency solution. We pride ourselves on our professionalism, a fact reflected by our membership of the appropriate trade bodies and our commitment to continuous staff training.

We continue to work closely with government bodies and energy suppliers to ensure access for our clients to the various and evolving grant funding streams that can reduce the cost of energy efficiency.

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## **COMPANY FOREWORD**

This Environmental Manual is the means by which Aran Services Ltd (hereinafter referred to as the 'Company') satisfies the requirements of its customers, particularly with regard to management responsibility.

The Company is obliged to ensure that its Environmental Management Systems Policy is understood by its employees, and that its procedures are implemented and maintained at all times. This Environmental Manual is in accordance with the requirements of ISO 14001:2004. The Environmental Management System shall be periodically and systematically reviewed by management and checked by environmental audits both internal and external.

The Environmental Manager is responsible for the control of all matters pertaining to the implementation of procedures and environmental matters.

Environmental matters and concerns are fundamental to all the work undertaken by the Company and all personnel at every level in the Company's structure shall practice the procedures established.

## **SCOPE OF CERTIFICATION**

### ***Scope of Certification***

This Environmental Manual covers the products and services offered by Aran Services Ltd included in the scope definition below:

### **Energy Efficiency “Whole House” Solutions**

The Environmental Management System is designed to meet the requirements of:

**ISO 14001:2004**

Certification covers activities at the site address specified on the cover sheet of this manual, and associated operations.

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**ORGANISATION CHART**



## **Environmental Policy Statement**

Aran Services Ltd commits to achieving the highest standards with regards to environmental matters arising out of our activities. It is the intention of Aran Services Ltd to be at the forefront of our industry. An integral element of this sensitivity to environmental issues is that it may affect not only our employees but also our neighbours.

The company is committed in ensuring continued compliance with all relevant environmental legislation, regulations, codes of practice and other standards to which the company subscribes.

When determining priorities for the allocation of resources, environmental objectives shall be given equal consideration with all other objectives.

All managers and employees have duties and responsibilities under this policy, and in order to ensure these are met regular reviews of environmental performance will be carried out

### **Aims of the Policy**

Aran Services Ltd recognises that protection of the environment requires commercial activity to be conducted in a sustainable manner. Aran Services Ltd are fully committed to best environmental practice and takes responsibility for its own environmental performance.

Aran Services Ltd has acknowledged these responsibilities by publishing a health safety and environmental policy. Our site is committed to implementing the actions stated this policy. In order to achieve this objective Aran Services Ltd is;

- Establishing health, safety and environmental policies for which management has ultimate responsibility and which forms part of Aran Services Ltd business plans.
- Developing a comprehensive Environmental Management System which ensure compliance with all relevant environmental legislation, regulations, codes of practice and any other standard to which the company subscribes. Aran Services Ltd is also committed to the prevention of pollution. The Environmental Management System will evaluate the Aran Services Ltd environmental impacts resulting in the setting of clear objectives with the aim of establishing continual environmental improvement in environmental performance. Aran Services Ltd overall performance will be monitored by regular audits and annual reviews.
- Intent on integrating environmental management with health and safety management at Aran Services Ltd.

### **Policy Objectives**

The Environmental Management System will develop over time so that all key issues pertinent to the company will be addressed. The Environmental Management System will pay close attention to the policy objectives and active objectives.

Signed.....Management  
Date.....

## **Section 4.1      General Requirements**

### **Introduction**

The Standard requires that the management:

- Has an Environmental Policy and ensures that it is communicated throughout the organisation.
- Appoints a management representative to monitor the Environmental System.
- Conducts regular management reviews of the Environmental System

\*\*\*\*\*

### **Company Policy**

The Company has defined, documented and implemented an Environmental Management System, relevant to customer expectations and needs, in accordance with the requirements of ISO 14001:2004. All staff are trained to understand, implement and maintain the system. It is the responsibility of the Company's management to ensure that the requirements of the standard are implemented.

### **Organisation**

The Company's organisation is structured to ensure that the responsibilities and authority of all personnel whose activities affect Environmental matters are defined. Personnel having particular Environmental Management System responsibilities have roles, which are defined to allow them the organisational authority and freedom to carry out their duties described in the standard.

The Company has allocated resources and trained specific personnel to identify and undertake environmental internal audit activities.

The Managing Director has appointed an Environmental representative from the management who, irrespective of other responsibilities, has the authority and responsibility to ensure that the requirements of ISO 14001:2004 are implemented and maintained.

### **Management Review (Refer to Section 4.6)**

The Environmental Management System described in this Environmental Manual and detailed in the Procedure Manual will be reviewed at least every four months. The reviews will be undertaken at a meeting chaired by the Managing Director and attended by other members of the Management/Environmental teams as appropriate.

The reviews will include amongst other things results of, and actions arising from, the internal audit activities.

Minutes of the meetings will be taken and retained for a minimum period of three years.

## **Section 4.2. Environmental Policy**

### **Introduction**

The standard specifically requires that an organisation wishing to obtain certification to ISO 14001:2004 shall establish an environmental policy that is appropriate to its activities.

An organisation's environmental policy is the primary statement by which it can communicate its intentions with regard to environmental management.

It provides a framework for an organisation which can be used to set realistically achievable objectives and targets with the overall aim of continual environmental improvement.

The company has created an environmental policy that conforms to the requirements of ISO 14001:2004.

### **Creation of an Environmental Policy**

Clause 4.2 states that:

*Top management shall define the organisation's environmental policy.*

The company has defined its environmental policy.

Top Management are involved during the:

- Development of the policy.
- Reviewing the policy document.
- Updating the policy document.
- Approving the policy contents.
- Signing the policy.

## **Section 4.2. Environmental Policy - Continued**

### **An Appropriate Environmental Policy**

Clause 4.2(a) states that an organisation's policy must be:

*Appropriate to the nature, scale and environmental impacts of its activities, products or services.*

The company policy reflects the organisation's processes and activities.

The company's significant environmental impacts have been identified. After reviewing the:

- Initial environmental review report.
- Register of environmental aspects and significant impacts.
- Register of site legislative requirements.

The company has considered the nature and scale of its activities, products and services during the development of its policy.

The scope of the policy is sufficient to cover all of the organisation's management units that are audited for compliance against the standard.

### **Commitments within the Policy**

Clause 4.2(b) states that an organisation's policy should:

*Include a commitment to continual improvement and the prevention of pollution.*

Extract from policy Statement

*'Committed to the prevention of pollution'*

*'The aim of establishing continual improvement in environmental performance.'*

The Environmental Management System will evaluate Aran Services Ltd environmental impacts resulting in the setting of clear objectives with the aim of establishing continual improvement in environmental performance.

## **Section 4.2. Environmental Policy - Continued**

### **Compliance with Legislation**

Clause 4.2(c) states that an organisation's policy should:

*Include a commitment to comply with relevant legislation and regulations, and with other requirements to which the organisation subscribes.*

Extract from Policy Statement

*'Is committed in ensuring continued compliance with all relevant regulations, codes of practice and other standards to which the company subscribes environmental legislation.'*

### **Environmental Objectives**

Clause 4.2(d) states that an organisation's policy should:

*'Provide the framework for setting and reviewing environmental objectives and target'*

The policy document sets out the philosophy and principles for the company with regards to the setting of environmental objectives and targets. It also provides general direction in the development and use of environmental objectives and targets within an organisation.

### **Implementation and Communication**

Clause 4.2(e) requires that the policy:

*Is documented, implemented, maintained and communicated to all employees and made available to the public.*

Extract from Policy Statement

*'Have been communicated to all employees and is publicly available.'*

The Policy Statement is available to all internal/external parties and that includes:

- Contractors.
- Suppliers.
- Clients.
- Potential Clients
- Local Authorities.
- Neighbours.

## **Section 4.2. Environmental Policy – Continued**

### **Environmental Policy**

Here is the company policy, which has been written and assessed against the requirements of ISO 14001:2004. The important things to note are:

- The policy is written to ensure that there are no conflicts with other stated environmental policies.
- The policy document includes a commitment to continually improve its environmental performance and to prevent pollution.
- The policy states that Aran Services Ltd will comply with all relevant legislation, regulations and codes of practice.
- The policy briefly details broad objectives that aim to bring about legislative compliance and continual improvement at Aran Services Ltd.
- Aran Services Ltd communicated the policy to all staff.
- The Management Representative is responsible for organising the distribution of the policy.
- It is important that Aran Services Ltd most senior manager should sign the policy at the end of the document.

## **Section 4.3      Planning**

Planning takes place as part of the Company's day-to-day operations and, therefore, is not considered to be a separate activity.

### **4.3.1 Planning & Environmental Aspect**

The standard requires that the organisation shall ensure that the aspects related to these significant impacts are considered in setting its environmental objectives. The organisation shall keep this information up-to-date.

*ISO 14001:2004 describes an environmental aspect as an element of an organisation's activities, products or services that can have a beneficial or adverse impact on the environment; and an environmental impact as the change, which takes place in the environment as a result of an aspect.*

4.3.1 The standard requires that the organisation shall establish and maintain procedures to identify the environmental aspects of its activities, products or services that it can control and over which it can be expected to have an influence, in order to determine those which have or can have significant impacts on the environment.

The Company has established systems to identify and assess its environmental aspects and impacts associated with its processes, activities and services. During audits the system is thoroughly tested to ensure that it is sufficiently detailed to enable the company to identify those aspects that could have a significant impact upon the environment.

### **Scope**

The scope of this covers all activities, products and services that the company can control and over which it can be expected to have an influence.

Most direct impacts (i.e. those occurring from activities / processes on the site) are well within the control of the company, and as such, are included in the aspects evaluation.

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**Section 4.3.1 Planning & Environmental Aspect - Continued**

**Site Activities and Processes**

The types of activities that are considered when setting the Scope of the Register of Significant Impacts. The types of Environmental Aspects considered included:

<b>Environmental Aspect</b>
Emissions to air
Waste management and disposal
Land contamination issues
Raw material use
Releases to water
Local community issues
Utility use (energy, water etc.)
Deleterious materials (e.g. PCB's CFC's etc.)

*Table 1 – Environmental Aspects*

The company considered the following types of activity when setting the scope of the Register of Significant Aspects.

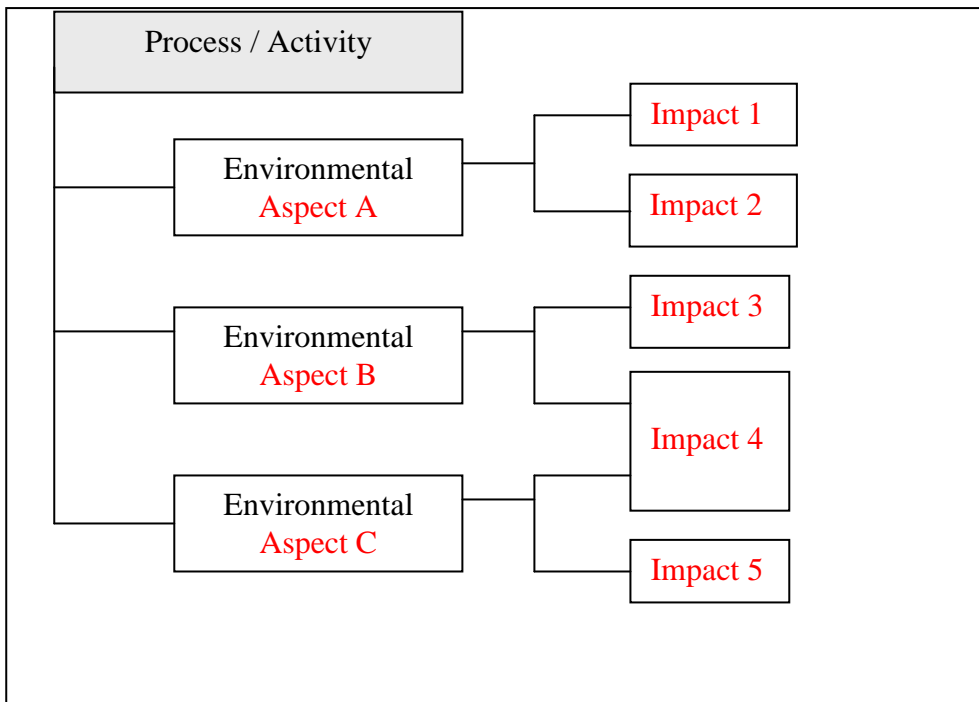
<b>Activity / Processes</b>	
Site history and development	Work shop facilities
Personnel departments	Office and computer facilities
All production processes and areas	Catering facilities
Storage of raw materials	Contractor activities
Logistics departments	Storage of waste materials
Suppliers and procurement activities	Site emergency planning
Off-site activities by employees	Financial and insurance activities
PR and communications	Works services
Building and site management	Management activities

*Table 2 – Activity / Processes*

**Section 4.3.1 Planning & Environmental Aspect- Continued**

**Environmental Significance**

The company has collected information about the site’s environmental aspects and has also determined which of the activities are deemed environmentally significant.



*Table 3 – Process / Activity Flow Chart*

Impacts may be either local or global.

<b>Local Impacts</b>	<b>Global Impacts</b>
Surface water pollution	Global warming
Groundwater pollution	Ozone depletion
Local air pollution	Acid rain
Nuisance impacts	Resource depletion
Human health effects	Human health effects

*Table 4 – Local / Global Impacts*

However, not all impacts will be significant and some may be beyond the scope of the business to affect. It is only those that are significant and can be controlled that need to be addressed and have objectives.

### **Section 4.3.1 Planning & Environmental Aspect- Continued**

#### **Stage 1. Set Scope**

The scope of the assessment process is determined by the Environmental Management Representative and detailed in the environmental aspects and assessment procedure.

#### **Stage 2. Environmental Inventory**

The Environmental Management Representative and business environmental coordinators identify all processes and activities, covered by the scope and the associated environmental aspects and impacts. This is broken down on the basis of management responsibility and recorded on the Environmental Inventory Sheet,

#### **Stage 3. Aspects and Impacts Assessment**

##### **Stage 3.1**

The following criteria are used to assess whether or not the activity should go onto stage 4, for more detailed assessment.

##### Environmental Legislation

If the activity is covered by environmental legislation then the activity is immediately deemed significant.

##### Normal Operating Conditions

If it is felt that the activity is causing or had the potential to cause a significant environmental impact during day-to-day use it is deemed potentially significant.

##### Abnormal and Emergency Conditions

If it is felt that the activity represented a potential risk during abnormal and emergency conditions it is deemed potentially significant.

#### **Stage 4. Produce Summary Sheets and Assess for Significance**

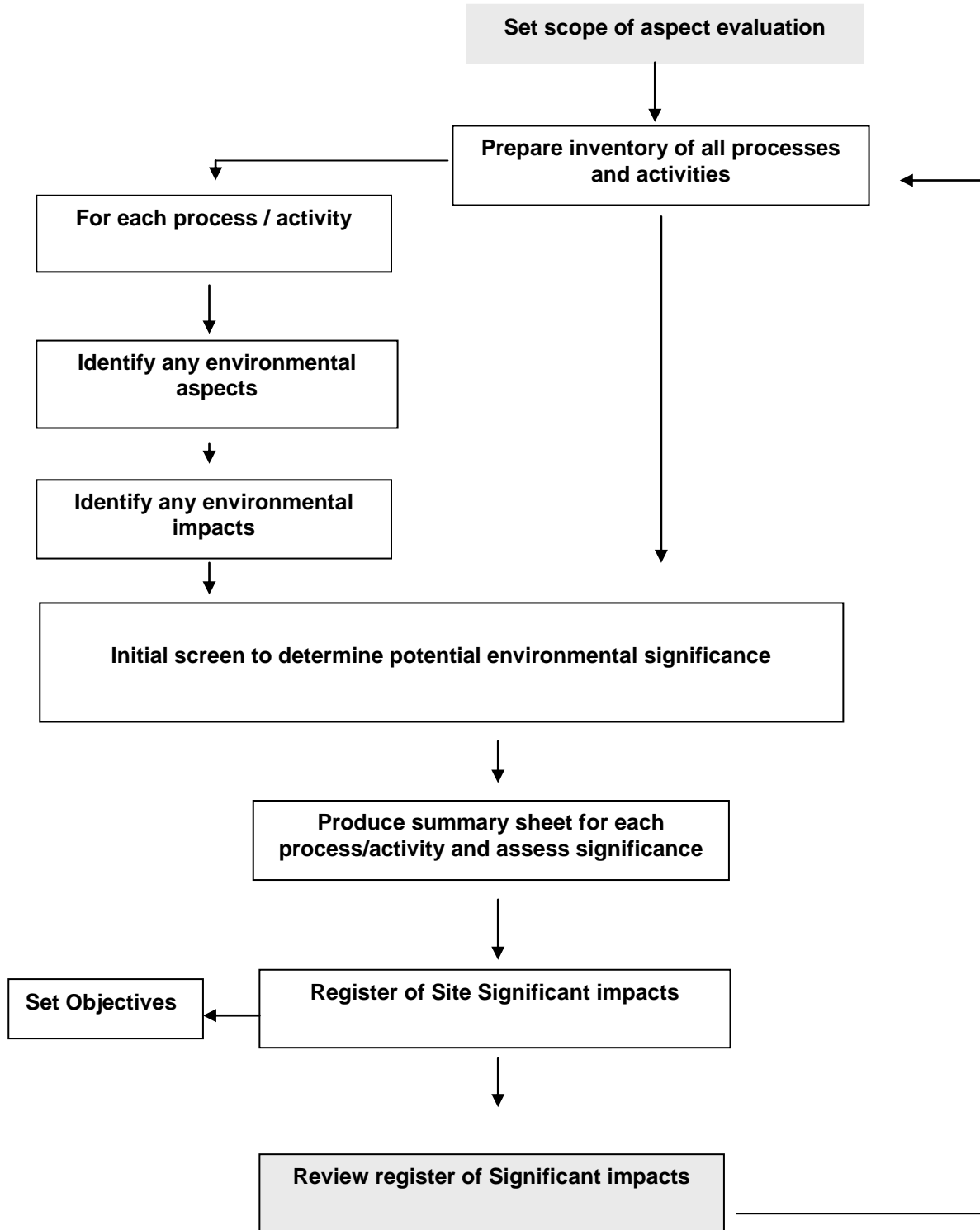
All potentially significant processes from the initial screen are then subjected to a more detailed examination. The aim of this evaluation is to assess whether an activity and its identified environmental aspects could be having a significant impact on the environment.

As with the initial screening exercise, legislation, normal operations and abnormal and emergency conditions are evaluated. All information is recorded in the form of an activity summary sheet (Environmental Summary Sheet).

A qualitative, essentially risk based procedure is used as follows.

**Section 4.3.1. Planning & Environmental Aspect - Continued**

**Process for the Identification and Valuation of Environmental Aspects and Associated Impacts**



*Table 5 – Identification / Valuation Process Flow Chart*

### Section 4.3.1 Planning & Environmental Aspect - Continued

#### Stage 4.1

An activity is automatically considered to be significant if it is under the control of the requirements of environmental legislation. As required by the standard (clause 4.5.2) an assessment of compliance is then undertaken to determine what measures are required in order to achieve compliance. All other aspect/impacts that are deemed significant are also assessed and valued for priority.

#### Normal Conditions

Under normal operating conditions a basic formula is used to evaluate the significance rating of the impacts associated with each activity. This is based around the following concept;

<b>Impact = Quantity x Environmental Rating of aspect                      Consequence (1 to 5)                                      (1 to 5)</b>
---

*Table 6 – Evaluation Formula*

In order to assess the quantity rating of an aspect (*i.e.* 1 to 5), the assessor used their judgment concerning the quantity of materials used and/or the amount of sub-stance emitted to the environment. This quantity should be estimated using the five groups shown in table 4.

Quantity of Aspect	
5	MAJOR source of emissions or use of resource
4	HIGH source of emissions or use of resource
3	MODERATE source of emissions or use of resource
2	MINIMAL source of emissions or use of resource
1	NO emissions or use of resource

*Table 7 – Quantity of Aspects*

Quantities should be put into perspective using comparisons across the site, relevant codes of practice, best practice guidelines and even industry or research data.

**Section 4.3.1 Planning & Environmental Aspect - Continued**

By multiplying the quantity and consequence scores the impact rating is calculated. If the impact rating is 9 or above then the aspect is considered significant under normal operating conditions (Table 8).

Quantity	Consequence				
	1	2	3	4	5
1	1	2	3	4	5
2	2	4	6	8	10
3	3	6	9	12	15
4	4	8	12	16	20
5	5	10	15	20	25

- Significant Impact (9-25)
- Non-significant Impact (1-8)

*Table 8 - Determining Significance*

**Stage 4.2**

**Abnormal and Emergency Conditions**

Environmental risk assessment is used to evaluate the significance of potential impacts during abnormal and emergency conditions. The principles of environmental risk are the same as those traditionally used for health and safety risk assessment where;

**Impact = Likelihood X Environmental  
Rating (1 to 5) Consequence (1 to 5)**

*Table 9 – Formula of Abnormal and Emergency Conditions*

In order to assess the likelihood rating (*i.e.* 1 to 5), the assessor is required to use their judgment concerning the likelihood that an event will occur. This likelihood should be estimated using the five groups shown in Table 10.

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**Section 4.3.1 Planning & Environmental Aspect - Continued**

Likelihood of Occurrence	
5	Virtually certain
4	Very likely
3	Likely
2	Unlikely
1	Very unlikely

*Table 10 – Likelihood rating under Abnormal and Emergency Conditions*

Next the environmental consequences of the events are estimated using the environmental consequence-rating table.

By multiplying the likelihood and consequence scores the impact significance is calculated. If the impact rating is 9 or above then the aspect is considered significant during abnormal and emergency operating conditions (Table 11).

Likelihood	Consequence					
	1	2	3	4	5	
1	1	2	3	4	5	
2	2	4	6	8	10	
3	3	6	9	12	15	
4	4	8	12	16	20	
5	5	10	15	20	25	



**Significant Impact (9-25)**



**Non-significant Impact (1-8)**

*Table 11 – Abnormal and Emergency Conditions Significance Table*

**Significant Impacts**

At the company a significant impact is identified as one that is: -

- Under environmental legislative control.
- Impact rating of 9 or greater during normal/abnormal and emergency conditions.

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**Section 4.3.1 Planning & Environmental Aspect - Continued**

**Stage 4.3**

Any activity that is identified as being significant is then subjected to further investigation. Each issue or activity that is deemed significant there is a requirement to create an action plan(objective) in order to reduce the aspect rating below a score of 9 (where practicable)

The following are used to reduce scores: -

- Reduce the quantity of emissions or raw material used (e.g. waste minimisation).
- Improve control measures.
- Implement measures to limit impact.
- Reduce the likelihood of occurrence.

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TABLE OF ENVIRONMENTAL CONSEQUENCE RATING (Table 5)

<b>5</b>	<p><b><u>MAJOR CONSEQUENCE</u></b></p> <ul style="list-style-type: none"> <li>• Highly noticeable effect upon the environment</li> <li>• Large scale incident with media reporting</li> <li>• Causing a widespread nuisance issue both on and off site</li> <li>• Major contribution to a known global environmental problem</li> <li>• Ineffective control measures to manage the aspect</li> <li>• None or ineffective measures in-place to limit impact during failure conditions</li> <li>• Constantly exceeds statutory guidance or consent levels</li> </ul> <p>No monitoring or recording undertaken</p>
<b>4</b>	<p><b><u>HIGH CONSEQUENCE</u></b></p> <ul style="list-style-type: none"> <li>• Noticeable effect upon the environment</li> <li>• Large scale incident involving all site services and external regulators</li> <li>• Causing a localised nuisance issue both on and off site</li> <li>• Contribution to a known global environmental problem</li> <li>• Minimal control measures to manage the aspect</li> <li>• Minimal measures in-place to limit impact during failure conditions</li> <li>• Frequently exceeds statutory guidance or consent levels</li> <li>• Ad-hoc monitoring or recording undertaken</li> </ul>
<b>3</b>	<p><b><u>MODERATE CONSEQUENCE</u></b></p> <ul style="list-style-type: none"> <li>• Known effect upon the environment</li> <li>• Medium scale incident involving site services only</li> <li>• Could under certain conditions cause an on or off site nuisance issue</li> <li>• Does not contribute to a known global air pollution problem</li> <li>• Limited control measures to manage the aspect</li> <li>• Limited measures in-place to limit impact during failure conditions</li> <li>• Occasionally exceeds statutory guidance or consent levels</li> <li>• Infrequent monitoring or recording undertaken</li> </ul>
<b>2</b>	<p><b><u>LIMITED CONSEQUENCE</u></b></p> <ul style="list-style-type: none"> <li>• Limited effect upon the environment</li> <li>• Minor incident contained by business area</li> <li>• Unlikely to give rise to on or off site nuisance issues</li> <li>• Does not contribute to a known global air pollution problem</li> <li>• Substantial control measures in-place to manage the aspect</li> <li>• Substantial measures in-place to limit impact during failure conditions</li> <li>• Very rarely exceeds statutory guidance or consent levels</li> <li>• Monitoring undertaken but records incomplete</li> </ul>
<b>1</b>	<p><b><u>MINIMAL CONSEQUENCE</u></b></p> <ul style="list-style-type: none"> <li>• No noticeable effect upon the environment</li> <li>• Very minor incident easily contained by business area</li> <li>• Not likely to cause a local or site nuisance issue</li> <li>• Does not contribute to a known global air pollution problem</li> <li>• Full range of effective control measures to manage the aspect</li> <li>• Full range of effective measures to limit impact during failure conditions</li> <li>• Never exceeds statutory guidance or consent levels</li> <li>• Comprehensive monitoring regime with records kept</li> </ul>

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**Section 4.3.2      Legal and Other Requirements**

The standard requires that the organisation shall identify and have access to legal and other requirements to which the organisation subscribes, that are applicable to the environmental aspects of its activities, products or services.

The company has established its legal and other requirements to which it subscribes.

The scope of this procedure covers: -

- International and National statutes and regulations.
- Requirements specified in permits and other government documents and agreements.
- Contracts and other documents that may create legal obligations of relevance to environmental management.
- Requirements applicable to each of its environmental aspects.
- Any other requirements to which the company subscribes.

In establishing Aran Services Ltd legislative and other requirements the management representative will consider all legislative requirements that have been identified as being applicable to the sites environmental aspects, including:

- All Acts, Regulations and Orders.
- All site authorisations and permits.
- All EU Regulations and Directives.
- All International agreements and Protocols.
- Any other non-legislative issues that may affect site activities.

In order for the procedure to be maintained the Environmental Management Representative has been nominated and is responsible for overseeing the implementation, reviewing, updating and communication of the legislative requirements so that the business is aware of their legislative responsibilities. Reference websites:

[www.opsi.gov.uk](http://www.opsi.gov.uk)

[www.statutelaw.gov.uk](http://www.statutelaw.gov.uk)

[www.parliament.uk](http://www.parliament.uk)

[www.netregs.gov.uk](http://www.netregs.gov.uk)

### **Section 4.3.3 Objectives, Targets & Programme**

#### **Introduction**

The setting of objectives is the main way an organisation can manage its way towards improving its environmental performance. The standard defines an environmental objective as:

*An environmental goal arising from the environmental policy, that an organisation sets itself to achieve, and which is quantified where practicable.*

These environmental goals generally do not always need to contain quantification or define performance criteria, more importantly they should be realistically achievable with the aim of complying with the organisation's policy statement.

To ensure the company's policy and objectives are achieved, targets for improvement have been established. The standard defines a target as a:

*Detailed performance requirement quantified where practicable, applicable to the organisation or parts thereof, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives.*

Targets derived from the objectives should be demanding, quantitative are possible but more importantly achievable.

#### **Establishing Objectives and Targets**

Clause 4.3.3 states that:

*The organisation shall establish and maintain documented environmental objectives and targets, at each relevant function and level within the organisation.*

The company has established documented environmental objectives and targets; there is an Environmental Plan which will be updated at least yearly.

#### **Environmental Management Manual Statement**

Following the evaluation of the sites environmental aspects and the requirements of the environmental policy, the site has identified a number of objectives based on its most significant aspects and legal requirements. Where objectives are relevant to business areas the manager of the area will establish targets and action plans to ensure they are met.

Achievement of the targets is monitored by the management representative on a monthly basis to ensure acceptable progress against the stated business action plan.

### **Section 4.3.3 Objectives, Targets & Programme - Continued**

#### **What to Consider in Setting Objectives and Targets?**

Clause 4.3.3 states that:

*When establishing and reviewing its objectives, an organisation shall consider the legal and other requirements, its significant environmental aspects, its technological options and its financial, operational and business requirements, and the views of interested parties.*

When setting and reviewing environmental objectives and targets the company considered a number of possible influences. These included:

##### Legal and Other Requirements

As compliance with legislation is fundamental to the development of an Environmental Management System it is the first area where objectives and targets are established.

##### Significant Aspects

The register identified what the site's significant issues are and where they are located. These are the areas that required improvements in control through the setting of quantifiable and realistically achievable objectives and targets.

##### Technological Options

When considering objectives and targets the company needed to consider how they are to be achieved. The company considered the use of the Best Available Technology (BAT) approach. The key is to use the most appropriate technology not the most expensive or most recently developed.

##### Operational Options

Where appropriate the company has had regard for the Best Environmental Practical Option (BEPO) and how environmental practices or techniques could relate to objectives and targets.

##### Financial, Operational and Business Requirements

The company took into account how the business operates. We concluded that Objectives and targets that can only be achieved through the use of techniques that are inappropriate or expensive would not lead to an improvements in environmental performance.

##### Interested Parties

Potentially many parties are, and are, interested in our organisations environmental aspects, and our commitment to improve our environmental performance. These parties included site neighbours, local authorities and the regulatory agencies such as the Environment Agency.

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**Section 4.3.3 Objectives, Targets & Programme - Continued**

**Considering the Environmental Policy**

The standard also specifies that the policy statement must be considered when setting objectives and targets. Clause 4.3.3 states that:

*The objectives and targets shall be constant with the environmental policy, including the commitment to prevention of pollution.*

The company's environmental policy provides direction in the development and use of objectives and targets. These links are important, as objectives are set to achieve the goals outlined in the environmental policy.

The objectives set by the company arise from statements contained within our environmental policy and corporate policy.

Section 4.3.3 Objectives, Targets & Programme - Continued

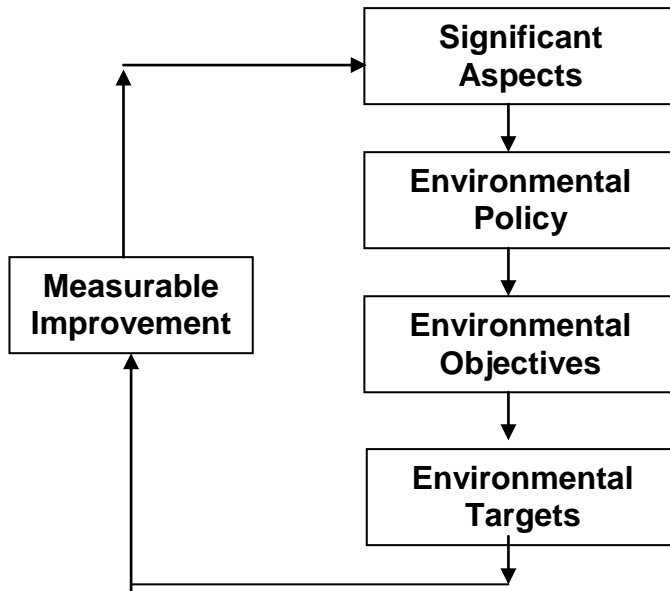
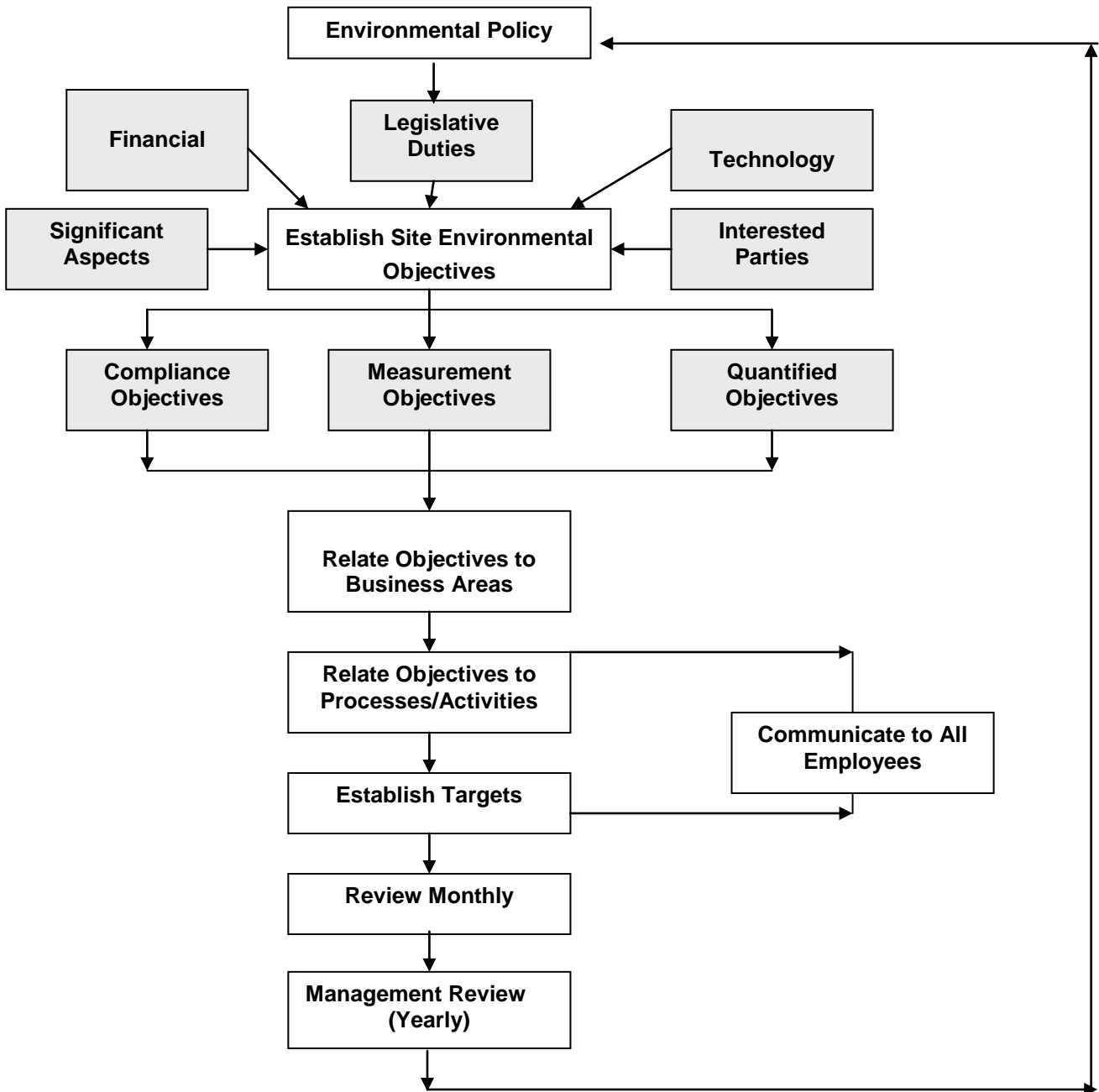


FIGURE 1: DEMONSTRABLE LINKS BETWEEN SIGNIFICANT ASPECTS AND ENVIRONMENTAL TARGETS

**Section 4.3.3 Objectives, Targets & Programme - Continued**



**FIGURE 2 PROCESS FOR ESTABLISHING AND MAINTAINING ENVIRONMENTAL OBJECTIVES AND TARGETS**

### **Section 4.3.3 Objectives, Targets & Programme - Continued**

#### **Setting targets for improvement**

The next stage is to set detailed performance requirements to ensure that the company's objectives are met.

#### **Reviewing Progress Against the Objectives and Targets**

In order that continual improvement is achieved, the Environmental Management Representative monitors objectives and targets regularly.

Progress is reported at Environmental Review Meetings and also to Top Management at the annual review.

Targets are SMART

- S - Specific.
- M - Measurable.
- A - Achievable.
- R - Realistic and Relevant.
- T - Time bound i.e. completion date.

### Section 4.3.3 Objectives, Targets & Programme - Continued

#### Introduction

The process of establishing an environmental management programme is the main way in which environmental improvements can be delivered. The various programmes should describe how an organisation plans to achieve its environmental objectives and targets and hence conform to its environmental policy.

#### Type of Programme

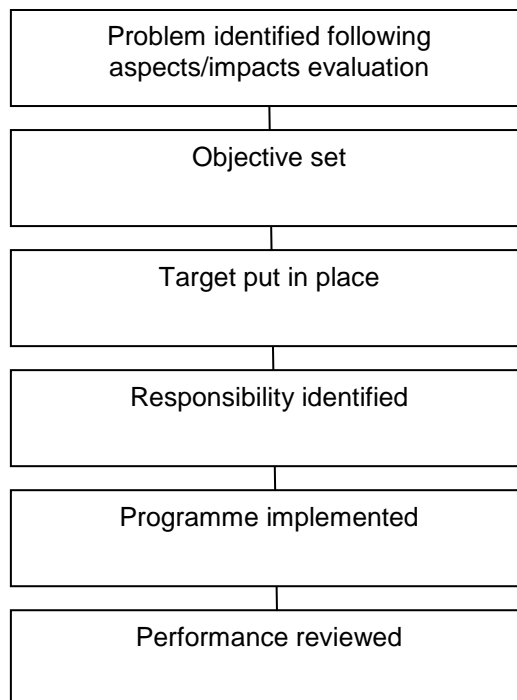
Clause 4.3.3 states that an organisation;

*Shall establish and maintain (a) programme(s) for achieving its objectives and targets. It shall include:*

- A. Designation of responsibility for achieving objectives and targets at each relevant function and level of the organisation.*
- B. The means and timeframe by which they are to be achieved.*

The company has established and documented a programme(s) that states how it intends to fulfil its environmental objectives and targets (table 1).

Example:-



*TABLE 1: Programme Flow Chart*

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**Section 4.3.3 Objectives, Targets & Programme - Continued**

For each objective and target the programme(s) states the;

- Responsibility for achieving each environmental objective and target.
- How they are achieved and by when (*i.e.* provision of adequate resources and specific time scales).

**Section 4.3.4 New Products and Processes**

Clause 4.3.4 states that;

*If a project relates to new developments and new or modified - activities, products or services, programmes shall be amended where relevant to ensure environmental management applies to such projects.*

The company has undertaken an environmental review for all new processes and activities that may come under the control of the Environmental Management System. The Environmental Management Representative is informed of any new or planned changes to the company's activities.

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## **Section 4.4.1 Resources, Roles, Responsibility & Authority**

### **Introduction**

*The successful implementation of an Environmental Management System calls for the commitment of all employees of the organisation.*

The company has gained the commitment of all of its employees towards the implementation of the Environmental Management System.

### **Defining Roles and Responsibility**

Clause 4.4.1 states that:

*Roles and responsibilities and authorities shall be defined, documented and communicated in order to facilitate effective environmental management.*

All employees have been made aware of their responsibility in achieving conformance with the environmental policy and the requirements of the Environmental Management System. These responsibilities have been communicated to all employees through the use of awareness sessions.

## **Section 4.4.1 Resources, Roles, Responsibility & Authority - Continued**

### **Provision of Resources**

Clause 4.4.1 states that:

*Management shall provide resources essential to the implementation and control of the Environmental Management System. Resources include human resources and specialised skills, technology and financial resources.*

The company has provided sufficient resources for the implementation and control of the Environmental Management System.

The types of resources that had to be considered are:

#### Human Resources

The staffing levels, experience, qualifications and availability to work on environmental matters are deemed adequate to establishing and maintaining our Environmental Management System.

#### Specialised Skills

The company had access to specific specialised skills (e.g. trained environmental auditors) that are required to ensure the continued operation of the management system and the environmentally significant processes and activities.

#### Technological Resources

The most appropriate technology available for ensuring the objectives and targets set by the organisation are met?

#### Financial Resources

The environmental projects are given the same consideration as other business requirements.

## **Section 4.4.1 Resources, Roles, Responsibility & Authority - Continued**

### **Management Representative**

Clause 4.4.1 states that:

*The organisations Top Management shall appoint (a) specific management representative (s) who, irrespective of other responsibilities, shall have defined roles and responsibilities for:*

- A. Ensuring that the Environmental Management System requirements are established, implemented and maintained in accordance with this international standard.*
- B. Reporting on the performance of the Environmental Management System to Top Management for review and as a basis for improvement of the Environmental Management System.*

Company management has appointed a person to be responsible for the implementation and maintenance of the management system. The representative has sufficient knowledge of the activities of the organisation, and of environmental issues, to undertake the role effectively.

The representative is able to secure support, resources and influence the activities of all employees within the management system to ensure continued compliance.

The representative co-ordinates the progress of the system against the requirements of the standard, whilst ensuring that Top Management are kept informed with regards to the environmental performance.

Specific responsibilities of the representative are:

#### Maintaining a Register of Environmental Aspects

Identified key significant processes and activities that needed clearly defined roles and responsibilities to ensure continued management control.

#### Assessment of Legislative Requirements

Identified key areas that required monitoring and control and hence the establishment of detailed roles and responsibilities.

Key environmental issues are addressed.

## **Section 4.4.1 Resources, Roles, Responsibility & Authority - Continued**

### **Management Representative - Continued**

The types of management issues identified included:

- Emergency planning.
- Waste management.
- Environmental monitoring.
- Environmental management audits.
- Visual impact of site activities.
- Resource reduction programmes.
- Publicity and complaints.
- Procurement.
- Liaison with the local authorities.

## **Section 4.4.2 Training, Awareness & Competence**

### **Introduction**

*Environmental training is a key element of environmental management, which will enhance the environmental performance of any operation.*

Training has long been recognised by management, as one of the key stages in the management and development of the human resources of this company.

There are also close links between Health and Safety training and environmental training (e.g. COSHH). A trained operator working safely is often one who is preventing a significant environmental impact.

### **Training needs Analysis**

Clause 4.4.2 states that:

*The organisation shall identify training needs.*

Company management has established its commitment to environmental training and has devised a training strategy to identify the training needs of the work force. Training needs analysis are defined as:

*The process of taking an overview of the performance of an organisation.*

The company realises that an overview of its performance is vitally important, as any training undertaken needs to be appropriate to the organisations aims and objectives, whilst allowing the limited resources of a company to be applied to the most environmentally significant areas.

The company has identified three levels of environmental training need and is reviewed in the training matrix:

#### Environmental Awareness

This is a collective training need that every employee within the organisation has.

#### Specialised Skills/Knowledge

This is an individual/activity based training need for personnel involved with environmentally significant processes or activities.

#### Environmental Management System Training Need

This training need requires that predetermined individuals within an organisation are aware and capable of implementing an Environmental Management System, whilst also having the suitable skills in order to maintain the system.

## **Section 4.4.2 Training, Awareness & Competence - Continued**

### **Awareness of Employees**

Clause 4.4.2 states that:

*It shall establish and maintain procedures to make its employees or members at each relevant function and level aware of:*

- A. The importance of conformance with the environmental policy and procedures and with the requirements of the Environmental Management System.*
- B. The significant environmental impacts, actual or potential, of their work activities and the environmental benefits of improved personal performance.*
- C. Their roles and responsibilities in achieving conformance with the environmental policy and procedures and with the requirements of the Environmental Management System, including emergency preparedness and response requirements.*
- D. The potential consequences of departure from specified operating procedures.*

The company ensures that all employees are aware of the importance of conforming with the:

- Environmental policy of the company.
- Requirements of the Environmental Management System.

In order for this to be effective all employees are made aware of their roles and responsibilities within the Environmental Management System when reviewing the training matrix.

### **Competency**

Clause 4.4.2 states that:

*Personnel performing the tasks which can cause significant environmental impacts shall be competent on the basis of appropriate education, training and/or experience.*

The company operates a system of competence based on experience, training or qualifications in order to maintain issues such as environmental.

## **Section 4.4.2 Training, Awareness & Competence - Continued**

### **Environmental Awareness**

Environmental awareness training within the company primarily falls into two categories:

#### General Environmental Knowledge

Imparting an understanding of global and local environmental issues (*i.e.* ozone depletion, energy use, water environmental, transportation *etc.*)

#### Specific Environmental Knowledge

Communication of information related to the company's activities and their associated environmental impacts, including the requirements of the management system.

The management representative reviewed the following areas in order to identify the company training issues: -

#### Register of Environmental Aspects

Identified the company's significant environmental impacts and where they occur. This partly allowed us to ensure that all employees are made aware of the actual or potential environmental impacts of their work activities.

#### Legal and Other Requirements

All of the company employees have certain legislative duties regardless of specific responsibilities (*e.g.* prevention of water pollution, duty of care with regards to waste *etc.*)

#### Environmental Management System

All of the company employees are made aware of the creation of specific requirements of the management system.

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**Section 4.4.2 Training, Awareness & Competence - Continued**

Source	Awareness Issue	Possible Communication Methods
Register of Environmental Aspects	All employees need to be made aware of the following significant site issues: <ul style="list-style-type: none"> <li>• Water pollution prevention</li> <li>• Waste disposal and storage</li> <li>• Ozone depletion</li> <li>• Energy use and its impacts</li> <li>• Resource depletion: waste minimisation</li> <li>• Transportation</li> </ul>	<ul style="list-style-type: none"> <li>• Training sessions</li> <li>• Awareness booklet</li> <li>• Poster campaign</li> <li>• Suggestion scheme</li> </ul>
Legal and other requirements	All employees need to be made aware of legislative requirements:	<ul style="list-style-type: none"> <li>• Training sessions</li> <li>• Site newsletter</li> <li>• Awareness booklet</li> </ul>
Environmental Management System	All employees need to be made aware of the following requirements: <ul style="list-style-type: none"> <li>• Overview of ISO 14001:2004</li> <li>• General environmental issues</li> <li>• Compliance with the environmental policy</li> <li>• Communication within the site</li> <li>• Environmental objectives and targets</li> <li>• Roles and responsibilities</li> <li>• Impact of departure from operating procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Distribute policy to all employees</li> <li>• Awareness booklet</li> <li>• Site newsletter</li> <li>• Training session</li> <li>• Poster campaign</li> </ul>

*TABLE 1. ENVIRONMENTAL AWARENESS TRAINING NEEDS SUMMARY*

### Section 4.4.3 Communication

#### Introduction

The key to a successful Environmental Management System that continues to deliver improvements in environmental performance is the establishment of good reliable channels of communication. These channels need to be not only within a site or organisation but also with respect to site neighbours and other interested parties.

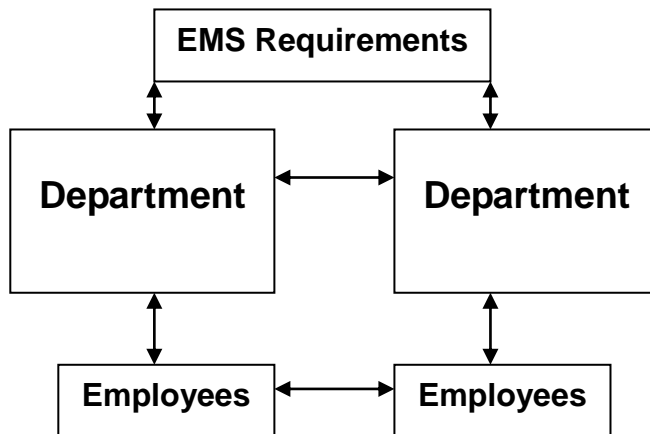
#### Internal Communication

Clause 4.4.3 states that;

*With regards to its environmental aspects and Environmental Management System, the organisation shall establish and maintain procedures for;*

- A. Internal communication between the various levels and functions of the organisation.*

The company communicates information related to the operation of the Environmental Management System and the associated environmental aspects of our organisation.



Documented channels should exist for communicating the key environmental management characteristics to all employees. Employees are made aware of their roles and responsibilities within the system and their role in fulfilling the requirements of the environmental policy.

Communication channels allow the flow of information both ways.

### **Section 4.4.3 Communication - Continued**

#### **External Communications**

Clause 4.4.3 states that;

*The organisation shall establish and maintain procedures for;*

*B. Receiving, documenting and responding to relevant communication from external interested parties.*

*The organisation shall consider processes for external communication on its significant environmental aspects and record its decision.*

The company recognises that external communications can essentially be broken down in to four distinct requirements.

#### **Information Sent to External Parties**

The requirement for the distribution of the environmental policy to the public is one way with which we seek structured feedback from external parties regarding environmental matters.

#### **Requests for Information**

All responses to requests for information shall be maintained as a record within the system.

#### **Environmental Complaints**

Complaints are dealt with within the existing Non-Conformance Procedure.

#### **Regulatory Bodies**

The company proactively communicates with regulatory bodies.

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#### **Section 4.4.4 Management System Documentation**

##### **Introduction**

The management manual is the single most important document in the entire Environmental Management System. It provides a focal point from which all relevant documentation is referenced.

Clause 4.4.4 states that an organisation:

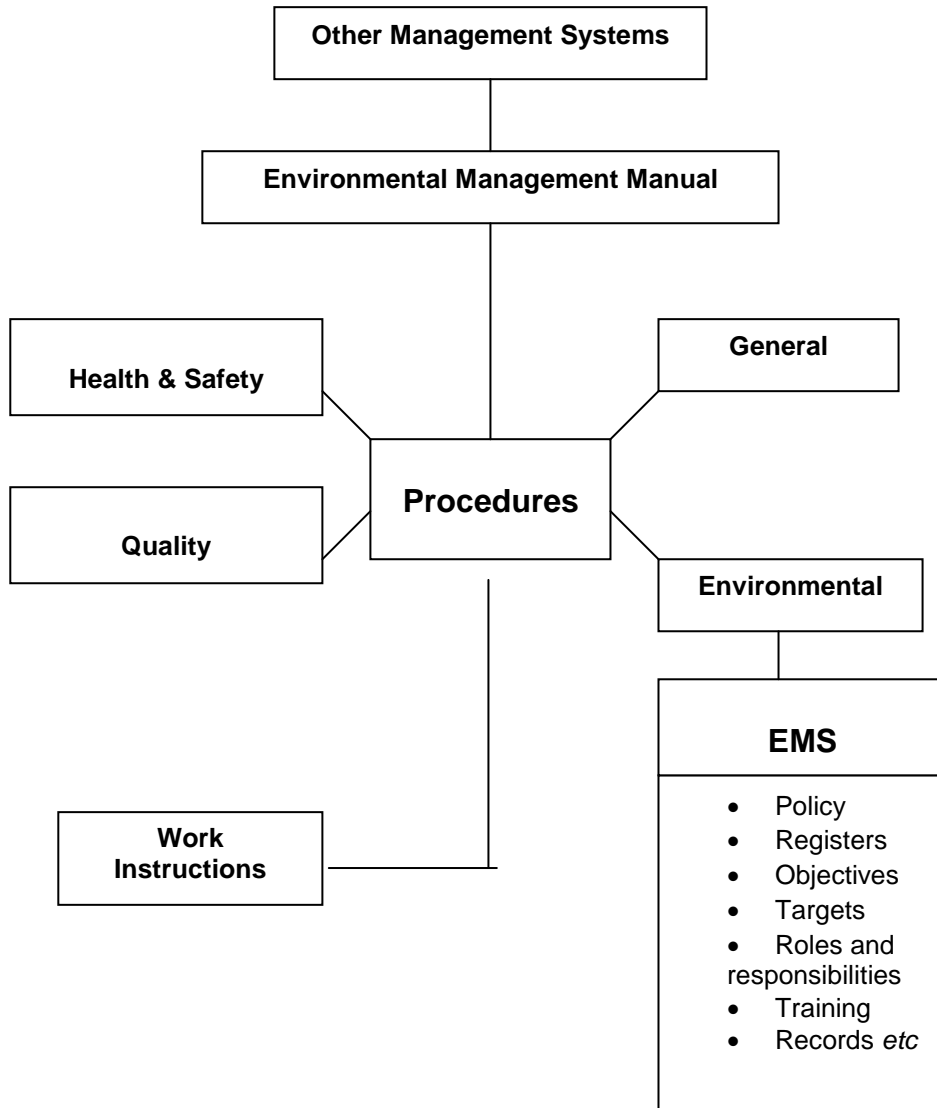
*Shall establish and maintain information, in paper or electronic form, to:*

- A. Describe the core elements of the management system and their interaction.*
- B. Provide direction to related documentation.*

The company has produced this manual and it describes the main elements of our Environmental Management System. The scope of the manual allows references to any other management systems, procedures or work instructions, in fact anything that is relevant to the continued operation and maintenance of the Environmental Management System (figure 1).

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**Section 4.4.4 Management System Documentation**



*FIGURE 1: SCOPE OF AN ENVIRONMENTAL MANAGEMENT MANUAL*

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**Section 4.4.4 Management System Documentation - Continued**

The manual is structured using the ISO 14001:2004: clause statements as a basis (table 1). This allowed us to demonstrate that we have addressed each of the standards requirements.

<b>Clause</b>	<b>Title</b>
	Contents
	Introduction
4.1	General Requirements
4.2	Environmental Policy
4.3.1	Planning and Environmental Aspect
4.3.2	Legal and other Requirements
4.3.3	Objectives, Targets and Programmes
4.3.4	New Products & Processes
4.4.1	Resources, Roles, Responsibility & authority
4.4.2	Training, Awareness & Competence
4.4.3	Communication
4.4.4	Management System Documentation
4.4.5	Document Control
4.4.6	Operational Control
4.4.7	Emergency Preparedness and Response
4.5.1	Monitoring and Measurement
4.5.2	Evaluation of Compliance
4.5.3	Non-conformance, Corrective and Preventive Action
4.5.4	Environmental Records
4.5.5	Environmental Management System Audit
4.6	Management Review

*TABLE 1: STRUCTURE OF AN ENVIRONMENTAL MANAGEMENT MANUAL*

## **Section 4.4.5 Document Control**

### **Introduction**

The process of controlling the issue of environmental management documentation is important, as effective management control over records, documents and procedures can only be assured after the establishment of a document control system.

### **Controlling Documents**

Clause 4.4.5 states that an organisation shall;

*Establish and maintain procedures for controlling all documents required by this standard to ensure that:*

- A. They can be located.*
- B. They are periodically reviewed, revised as necessary and approved for adequacy by authorised personnel.*
- C. The current versions of relevant documents are available at all locations where operations essential to the effective functioning of the system are performed.*
- D. Obsolete documents are promptly removed from all points of issue and all points of use or otherwise assured against unintended use.*

The company has established and maintains a document control procedure. The requirements of the procedure are the same as those required by the ISO 9001 series of quality standards. This ensures that all environmental documents are clearly defined, regularly reviewed, updated as necessary and that the most up to date version is communicated to the appropriate departments and employees.

### **Location of Documents**

All relevant records and documents that are essential to the continued operation of the Environmental Management System can be located.

This has been achieved by giving each document a distinct title, reference number, copy number and date. The Environmental Management Representative records each document or record that is distributed.

## **Section 4.4.5 Document Control - Continued**

### **Review and Update**

All records and documents within the system are periodically reviewed and updated. The Environmental Management Representative sets and records the review dates for all of the relevant documents and records. Any amendments are notified to staff.

### **Authorised Persons**

All controlled documents and records are issued and reviewed by the Environmental Manager.

### **Current Documents**

The management representative has responsibility for ensuring that documents are available to all personnel. The management representative also ensures that the current version of a document is in use. This is achieved through the use of a sequential issue numbering system.

### **Removal of Documents**

In order to ensure that current issues are in use, older superseded documents are confined to the obsolete file.

### **Retaining Documents and Records**

Any records or documents that need to be retained for legal reasons have stated the retention period and storage method. Records of a non-statutory nature are retained using criteria established by the Environmental Management Representative. Any record or document stored has full regard for the requirements of clause 4.5.4.

Section 4.4.5 Document Control - Continued

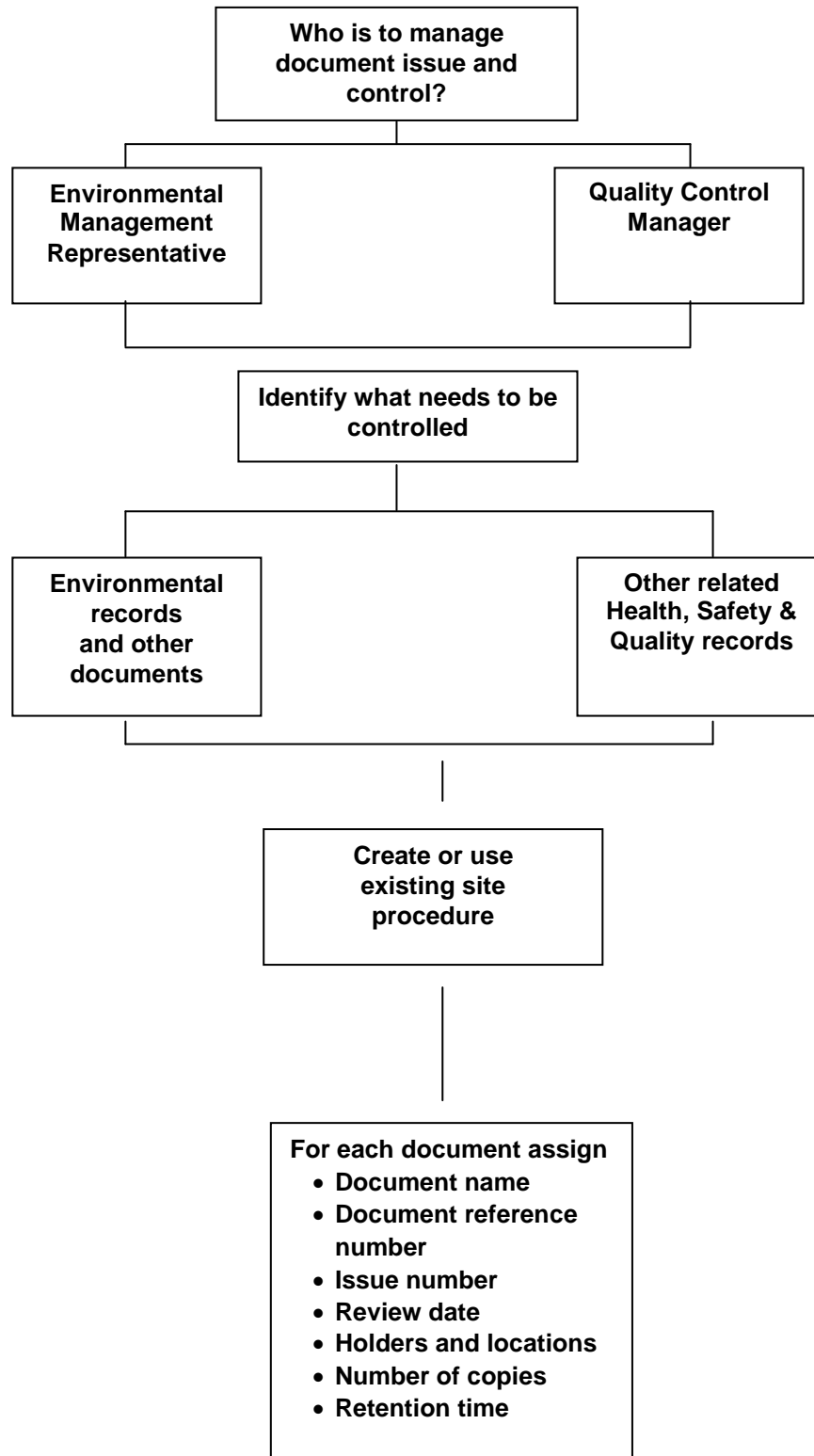


FIGURE 1: DOCUMENT ISSUE PROCESS

#### **Section 4.4.5 Document Control - Continued**

Clause 4.4.5 further states that: -

*Documentation shall be legible, dated (with dates of revision) and readily identifiable, maintained in an orderly manner and retained for a specified period.*

The company ensures that all documentation is legible, dated (with dates of revision) and readily identifiable, maintained in an orderly manner and retained for a specified period.

#### **Responsibilities**

Clause 4.4.5 states that;

*Procedures and responsibilities shall be established and maintained concerning the creation and modification of various types of document.*

The company has established a document control procedure with detailed responsibilities for the creation and modification of the various types of Environmental Management System documents.

The types of documents covered include;

- Environmental Management Manual.
- Environmental and process/activity operating procedures and records.

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**Section 4.4.6 Operational Control**

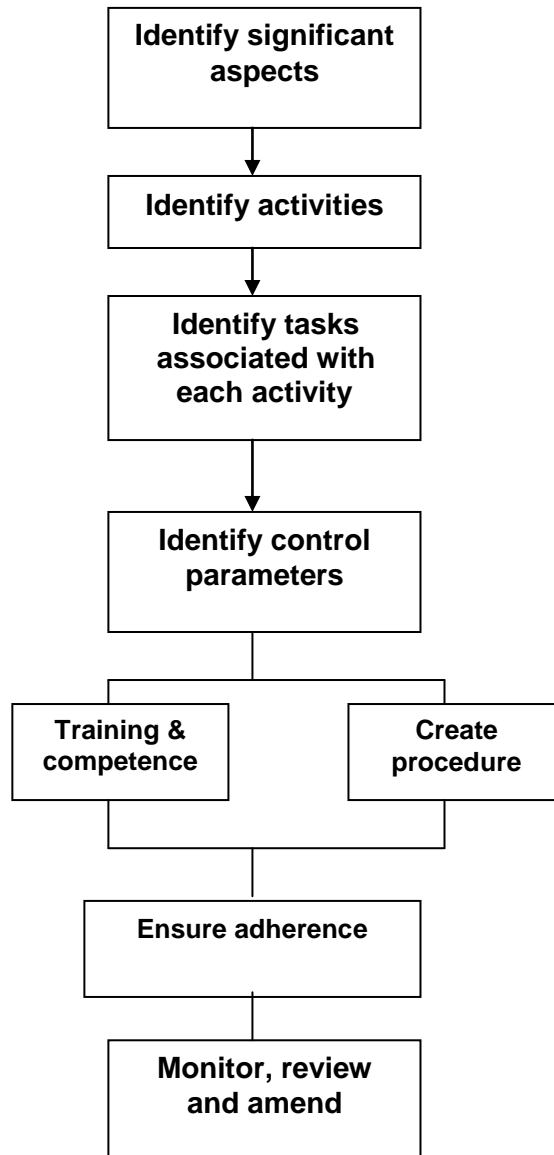
Clause 4.4.6 states that an organisation;

*Shall identify those operations and activities that are associated with the identified significant aspects in line with its policy, objectives and targets.*

The company has identified those operations that are associated with the identified significant aspects inline with its policy, objectives and targets.

The process used to establish operational controls is designed to prevent deviations from the environmental policy, objectives and targets.

**Section 4.4.6 Operational Control – Continued**



**FIGURE 2. PROCESS FOR THE ESTABLISHMENT OF ENVIRONMENTAL OPERATIONAL CONTROL**

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**Section 4.4.6 Operational Control - Continued**

**Contractor and Supplier Control**

Clause 4.4.6 states that an organisation shall;

*Establish and maintain procedures related to the identifiable significant environmental aspects of goods and services used by the organisation and communicating relevant procedures and requirements to suppliers and contractors.*

The company has identified any associated significant aspects of goods and services that it uses.

## **Section 4.4.7 Emergency Preparedness and Response**

### **Introduction**

Abnormal and emergency events are often one area where environmental impacts are most obvious. The spillage of chemicals into a surface water drain, the impact of a gas explosion or the impact of fire fighting run-off all have clearly visible detrimental environmental impacts.

### **Identifying the Potential**

Clause 4.4.7 states that an organisation;

*Shall establish and maintain procedures to identify potential for and respond to accidents and emergency situations, and for preventing and mitigating the environmental impacts that may be associated with them.*

The company identifies that Environmental Risk Assessment is a valuable tool, as it not only allows the risks to be identified, but it also establishes a form of prioritisation.

### **Reviewing the System**

Clause 4.4.7 states that the organisation;

*Shall review and revise, where necessary, its emergency preparedness and response procedures, in particular, after the occurrence of accidents or emergency situations.*

The company has identified and responds to abnormal and emergency conditions. This is reviewed on a regular basis.

Records of these changes are kept and documented within the Environmental Management System.

### **Testing the System**

Clause 4.4.7 states that the organisation;

*Shall also periodically test procedures where practicable.*

All areas, processes and activities that came under the scope of the Environmental Management System are assessed. This is used to identify the site's significant risks during abnormal and emergency conditions (figure 1).

Section 4.4.7 Emergency Preparedness and Response - Continued

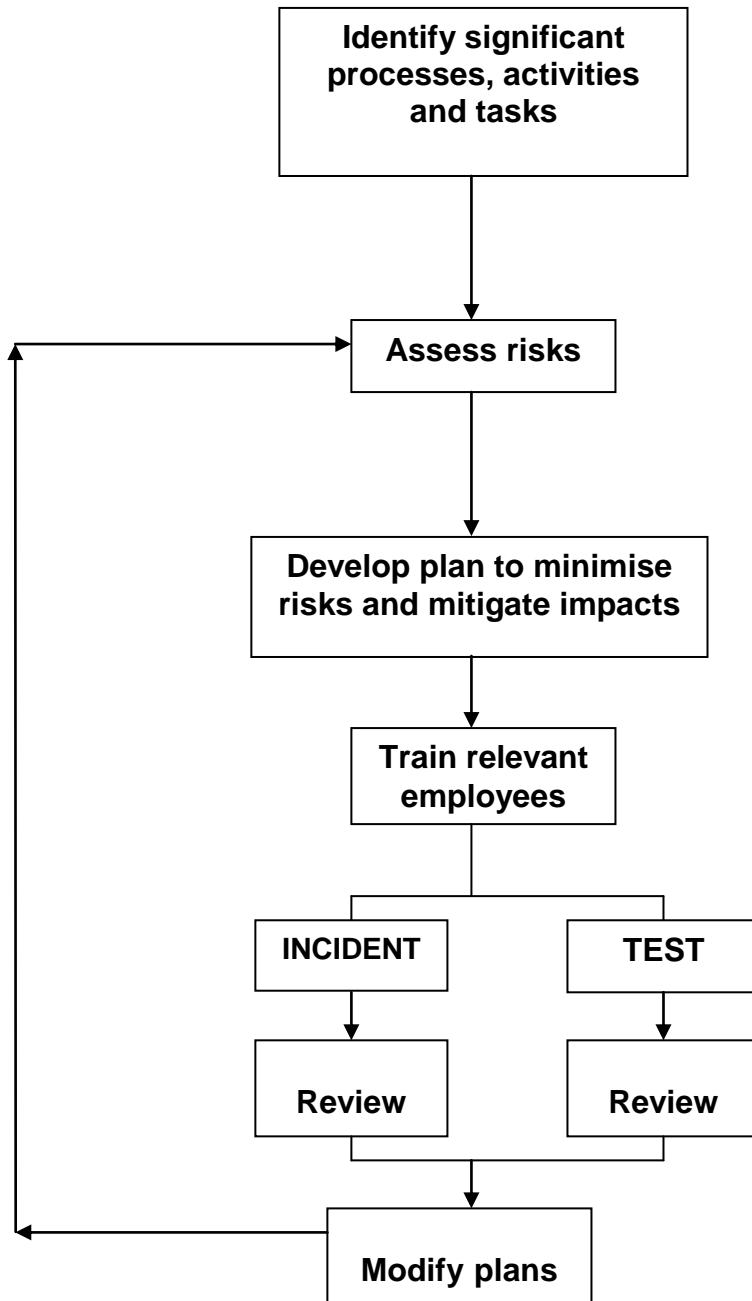


FIGURE 1: PROCESS FOR ESTABLISHING MANAGEMENT CONTROL DURING ABNORMAL AND EMERGENCY CONDITIONS

## **Section 4.5.1 Monitoring and Measurement**

### **Introduction**

An important part of establishing and maintaining our site's Environmental Management System will be ensuring that our sites significant environmental impacts are being controlled on a daily basis. The process of monitoring and measurement will provide part of the information required to ensure that this occurs.

For our Environmental Management System, we ensure that employees are provided with instruction or training to cover the monitoring and measurement activities, which could have significant environmental impacts. This requirement for monitoring and measurement is extended to cover suppliers and contractors.

### **Monitor and Measure**

Clause 4.5.1 states that an organisation;

*Shall establish and maintain documented procedures to monitor and measure, on a regular basis the key characteristics of its operations and activities that can have a significant impact on the environment. This shall include the recording of information to track performance, relevant operational controls and compliance with the organisation's environmental objectives and targets.*

We have made a list of our company's significant aspects, thus identifying those situations where the collection of information could be used to monitor the associated environmental impacts. This monitoring data has been used to establish a baseline with which we set performance targets in order to achieve continual improvement.

### **Monitoring Procedures**

Monitoring and measurement procedures already exist as part of our environmental management system. What we have ensured is that the environmental standard's requirements are incorporated as far as possible into existing procedures and work instructions.

### **Monitoring Records**

The management representative keeps a record of all environmentally related monitoring that is taking place on site.

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**Section 4.5.2 Evaluation of Compliance**

The Company assess compliance through the following:

- A. Audits.
- B. Document and record review.
- C. Inspections.
- D. Interviews.
- E. Work reviews.
- F. Facility tour and/or direct observation.

### **Section 4.5.3 Non-conformance, Corrective & Preventive Action**

#### **Introduction**

Non-conformance issues are often representative of an Environmental Management System which is not fully functional, and that requires action to improve its effectiveness. Therefore, the process of correcting and preventing the reoccurrence of events that causes your site's environmental performance to fall outside the scope of your system is an important one. Only by identifying, assessing, correcting and then reviewing non-conformance issues can continual environmental improvement be achieved.

#### **Correcting the System**

Clause 4.5.3 states that an organisation;

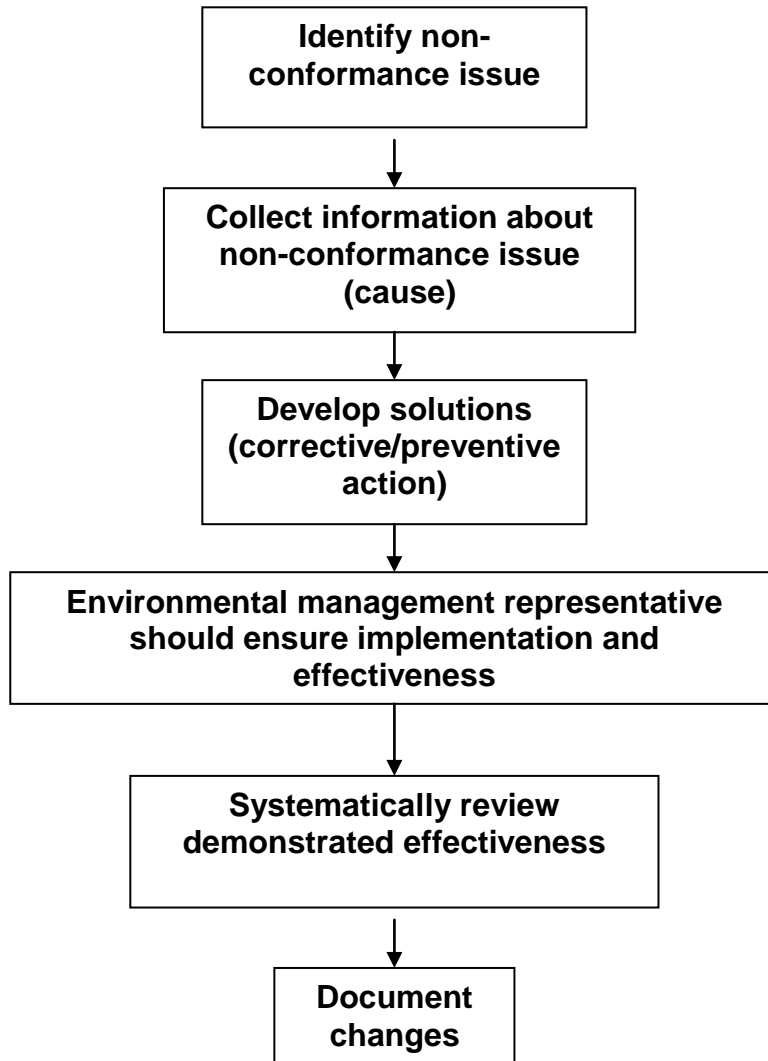
*Shall establish and maintain procedures for defining responsibility and authority for handling and investigating non-conformance, taking action to mitigate any impacts caused for initiating and completing corrective and preventive action.*

The company operate procedures that are used to handle and investigate non-conformance issues that fall within the scope of the Environmental Management System. The types of areas that non-conformance issues that may be raised could include;

- Environmental audits.
- Incident/hazard reports.
- Environmental risk assessments.
- Legislative compliance assessments.
- Internal/external complaints.
- Measuring and monitoring activities.
- Environmental management reviews.

**Section 4.5.3 Non-conformance, Corrective and Preventive Action - Continued**

It is not necessary to create a new stand-alone procedure(s) as we have incorporated the corrective action process within the present procedures.



*FIGURE 1 PROCESS FOR RESPONDING TO ENVIRONMENTAL NON-CONFORMANCE ISSUES*

### **Section 4.5.3 Non-conformance and Corrective and Preventive Action – Continued**

#### **Appropriate Actions**

Clause 4.5.3 states that;

*Any corrective or preventive action taken to eliminate the causes of actual and potential non-conformance shall be appropriate to the magnitude of problems and commensurate with the environmental impact encountered.*

*The organisation shall implement and record any changes in the documented procedures resulting from corrective and preventive action.*

In order for us to assess what appropriate action had to be taken we reviewed;

- Root causes of non-conformance
- Trends and patterns
- Any associated environmental impacts

Management understands that where a corrective action may involve the initiation of a project over a significant time scale, this forms part of the Environmental Management Programme.

## **Section 4.5.4 Environmental Records**

### **Introduction**

The keeping of records is one of the most important stages in the development and continued maintenance of an Environmental Management System. Records provide evidence of past performance, whilst allowing us to demonstrate compliance not only with the standard, but also with our companies operating procedures.

The scope of the records kept will ultimately be determined by the nature of our Environmental Management System, and the type of processes and activities carried out by our company.

### **Record Keeping**

Clause 4.5.4 states that an organisation shall;

*Establish and maintain procedures for the identification, maintenance and disposition of environmental records. These records shall include training records and the results of audits and reviews.*

The company has established a documented procedure that it uses to identify what environmental records are required. The procedure clearly states where the records are held, and who is responsible for ensuring their continued maintenance.

All records are subject to the document control procedure.

### **Clear and Legible Records**

Clause 4.5.4 states that all environmental records shall;

*Be legible, identifiable and traceable to the activity, product or service involved.*

All records kept by the company are traceable to the related process/activities or requirements of the Environmental Management System.

## **Section 4.5.4 Environmental Records - Continued**

### **Record Storage**

Clause 4.5.4 requires that environmental records shall;

*Be stored and maintained in such a way that they are readily retrievable - and protected against damage, deterioration or loss. Their retention times shall be established and recorded.*

The company's environmental records are stored in such a way as to allow easy access especially during internal and certification audits.

The retention times for environmental records are based either on statutory requirements (where applicable) or on periods set by the management representative. Which ever is the case the retention times are documented.

### **Conformance with the Standard**

Clause 4.5.4 states that records shall;

*Be maintained as appropriate to the system and to the organisation, to demonstrate conformance to the requirements of this International Standard.*

The company identifies and documents the records necessary in order to be able to demonstrate compliance with the requirements of the Environmental Management System.

### **What Records to Keep?**

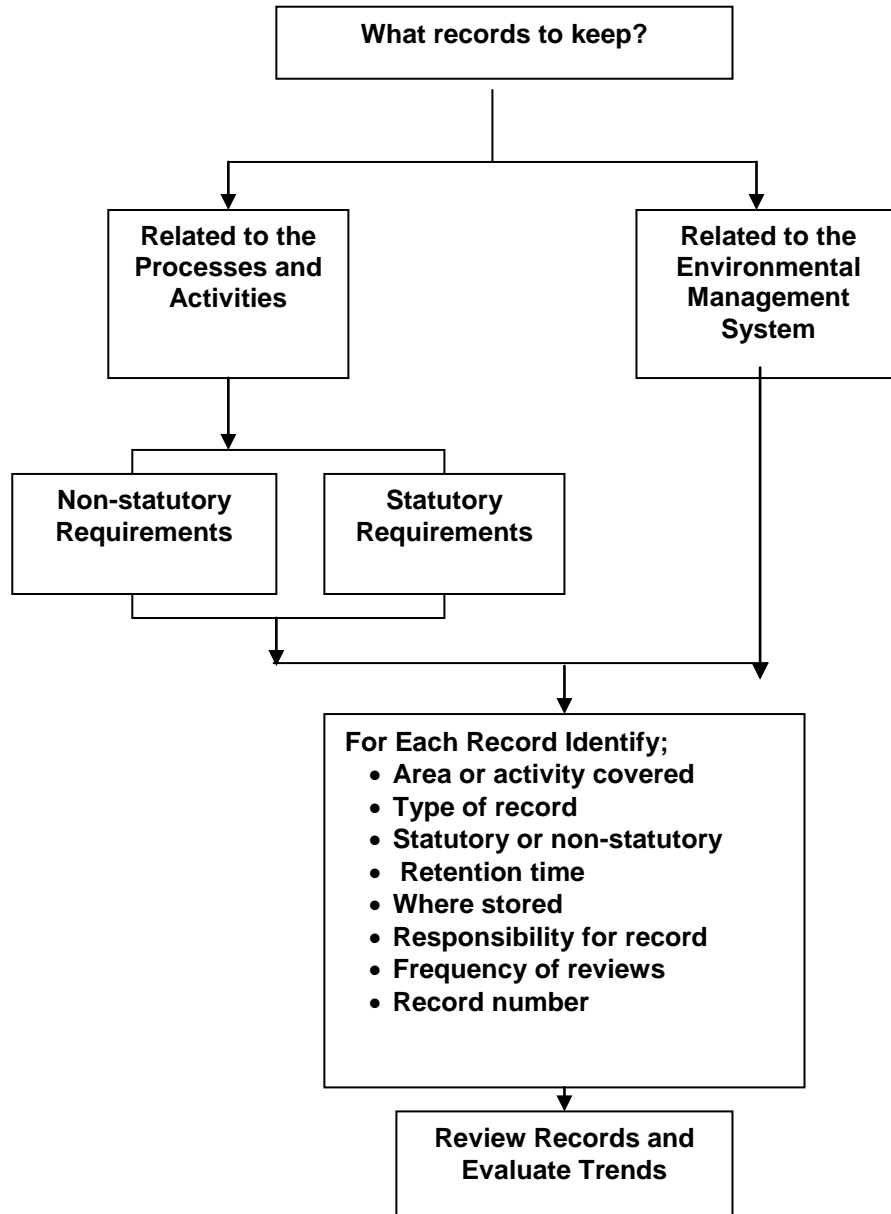
The management representative reviews the company Environmental Management System in order to establish what records need to be kept to ensure the ongoing operation of the system (figure 1).

The type of records that need to be kept can be broken down into two distinct groups;

- Records relating to the Environmental Management System.
- Records relating to processes/activities.

**Section 4.5.4 Environmental Records - Continued**

The types of records that may be kept by an organisation are detailed in the following section.



*FIGURE 1 PROCESS FOR THE IDENTIFICATION AND MAINTENANCE OF ENVIRONMENTAL RECORDS*

## **Section 4.5.5 Environmental Management System Audits**

### **Why Audit?**

Clause 4.5.5 states that an organisation must carry out Environmental Management System audits in order to:

- A. *Determine whether or not the Environmental Management System;*
  - (1) Conforms to planned arrangements for environmental management, including the requirements of this international Standard; and*
  - (2) Has been properly implemented and maintained*
- B. *Provides information on the results of the audits to management.*

The primary objective of an Environmental Management System audit must be to assess whether the actual performance of our company's management system conforms to the planned arrangements.

These performance assessments check whether or not the system is effectively implemented and maintained, whilst being suitable to fulfill the organisation's environmental policy and objectives.

The company is able to demonstrate that it has provided information on the audit results to all relevant management levels within the organisation including Top Management.

At these reviews management address the need for changes in policy, objectives and other elements of Environmental Management System in light of the audit results.

### **Programmes and Procedures**

Clause 4.5.5 states that an organisation must:

*Establish and maintain a programme and procedures for periodic Environmental Management System audits.*

In order that consistent audits are performed the standard requires a documented Environmental Management System audit procedure. To ensure that all areas of the management system are audited the standard also requires an organisation to have a documented audit programme.

The company has established and maintains a programme and procedure for periodic Environmental Management System audits.

**ENVIRONMENTAL MANAGEMENT SYSTEMS  
MANUAL  
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**Section 4.5.5 Environmental Management System Audits - Continued**

**Audit Objectives**

The objective of any Environmental Management System audit must be to identify compliance with and to test the effectiveness of the company system. This procedure states the following objectives:

- Establish that the company's Environmental Management System meets the requirements of ISO 14001:2004.
- Establish that the Environmental Management System is effective and able to deliver continuous improvements in environmental performance.
- Ensure that the Environmental Management System is capable of maintaining continued compliance with all company relevant legislative requirements.

## **Section 4.6 Management Review**

### **Introduction**

To achieve continual improvements in environmental performance an Environmental Management System needs to be regularly reviewed and examined. The scope of the management review should not be seen as restrictive; rather it must aim to encompass all aspects of your site's Environmental Management System.

### **Establishing an Environmental Management Review**

Clause 4.6 states that an organisation's Top Management;

*Shall, at intervals that it determines, review the Environmental Management System, to ensure its continuing suitability, adequacy and effectiveness.*

*The management review process shall ensure that the necessary information is collected to allow management to carry out this evaluation. This review shall be documented.*

Top Management undertake an Environmental Management System review at regular intervals.

The frequency of the reviews is conducted at least annually.

The overall aim of the review meeting is to determine the suitability of the present system and to assess whether changes are required in order to permit continual environmental improvement.

Minutes of the meeting are taken and retained.

The review minutes from the reviews should be treated as a record within the Environmental Management System. This record will be examined during an audit.

## **Section 4.6 Management Review - Continued**

### **Addressing Changes in the System**

Clause 4.6 states that the;

*Management review shall address the possible need for changes to policy, objectives and other elements of the Environmental Management System audit results, changing circumstances and the commitment to continual improvement.*

The company address the need for possible changes in policy, objectives and other elements of the Environmental Management System.

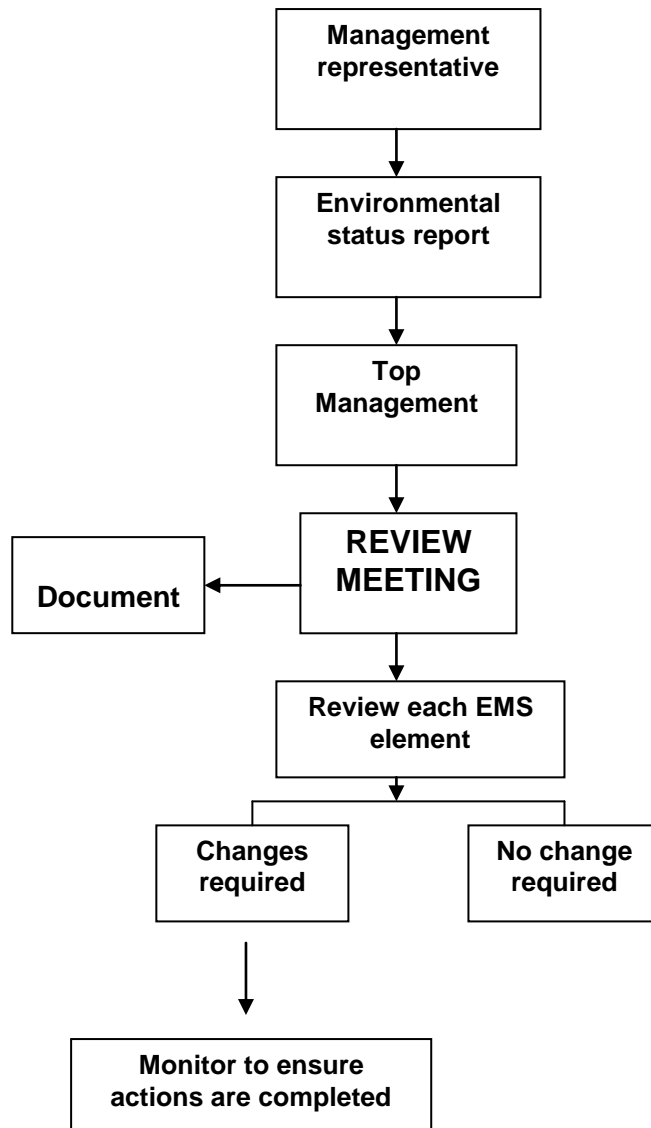
In order for this assessment to be carried out, the Environmental Management Representative ensures that all relevant information relating to the operation of the system since the last review meeting is collected and is available to senior management. This company environmental status report includes the following types of information:

- Extent to which objectives and targets have been met in all business areas.
- Results of audits and assessments completed since the previous review.
- Progress of improvement programmes and the associated cost benefits.
- Present status with regards to environmental legislative compliance.
- Customer and public complaints.
- Environmental performance of contractors and suppliers *etc.*
- Other environmental management documentation.
- Outstanding training needs.
- Use of emergency plans and any subsequent actions taken, and their effectiveness.
- Non-compliance's and the actions taken to rectify the situations.
- Potential future environmental issues.

*(i.e. new plant and equipment, changes in legislation etc.)*

The information that is collected by the Environmental Management Representative is documented within the environmental management review procedure.

**Section 4.6 Management Review - Continued**



NOTE: (1) ENVIRONMENTAL MANAGEMENT SYSTEM ELEMENTS INCLUDING:

- ENVIRONMENTAL POLICY
- ENVIRONMENTAL OBJECTIVES AND TARGETS
- ENVIRONMENTAL ASPECTS AND LEGISLATIVE REQUIREMENTS
- ENVIRONMENTAL MANAGEMENT PROGRAMMES
- ENVIRONMENTAL TRAINING
- PROCESS OPERATING PROCEDURES ETC.

*FIGURE 1 PROCESS FOR CONDUCTING AN ENVIRONMENTAL MANAGEMENT REVIEW*

**ENVIRONMENTAL MANAGEMENT SYSTEMS  
MANUAL  
Issue: 1**



**Section 4.6 Management Review - Continued**

The results of the review meeting are documented and treated as a record within the Environmental Management System.

**Management Review Actions**

Any changes that are required as a result of the management review are incorporated into the management system. The Environmental Management Representative tracks the actions and ensures they are completed within the specific time scales.