

## STEP-BY-STEP IMPLEMENTATION GUIDE

### 1. BACKGROUND TO ISO 14001:2004

ISO 14001 is an international standard that sets out how organisations can implement an effective environmental management system (EMS). Certification to ISO 14001 is increasingly being seen as a marketable means of demonstrating to customers and the wider public a commitment and conformance to environmental legislation and controls.

An effective environmental management system allows businesses to manage the environmental aspects of their activities more effectively and achieve a balance between maximising profit and reducing environmental impact. It also helps businesses understand which environmental laws are relevant to them, so minimising the risk of prosecution and future costs.

ISO 14001 mirrors the Quality Management Standard ISO 9001 in the methodology used to implement a compliant management system. This is based on the 'Plan-Do-Check-Act' model which results in continual improvement of the system:

**Plan** – establish the objectives and processes necessary to deliver results in accordance with the organisation's environmental policy

**Do** – implement the processes

**Check** – monitor and measure processes against environmental policy, objectives, targets, legal and other requirements and report the results

**Act** – take actions to continually improve performance of the environmental management system

This Toolkit contains all the standard documentation necessary to allow you to implement a comprehensive environmental management system in your organisation. The Manual, procedures and records have been produced as a result of working with a variety of SME's and include the majority of the procedures and records needed to cover the most common environmental aspects associated with such businesses. This Step-by-Step Guide takes you through the process of implementing an environmental management system and customising the documents to suit your own processes and environmental aspects.

### 2. OVERVIEW OF DOCUMENTATION

2.1 Look through the 'Environmental Manual' document. This is laid out in a similar fashion to the ISO 14001 Standard in order to make it easier for external auditors to assess your environmental management system (EMS) and award accreditation. The Manual serves as the 'master document' to which all the associated procedures and records are cross-referenced. All sections can be customised to suit your business and commercial sector. This Guide will help you to understand in which order you need to work on and customise the different sections of the Manual and accompanying Procedures.

More information at [www.aecos.co.uk](http://www.aecos.co.uk)

- 8.8 The next step is to prioritise the objectives and targets and allocate resources and responsibilities in agreement with managers and staff. The timescale allocated to each target will depend on resources available and its relative priority. You do not need to achieve all the objectives and targets in one set period, it is more important to demonstrate that you have a management programme in place to achieve continual improvement over time.
- 8.9 Objectives and targets need to be reviewed and modified where appropriate on a regular basis as part of the Management Review of the EMS (section 13.)

## 9. ENVIRONMENTAL & SYSTEMS PROCEDURES

ISO 14001 requires you to establish effective procedures to maintain the EMS itself and also to allow the company to control and minimise its adverse environmental impacts. They can be divided into two types:

- **Systems Procedures** – these are procedures designed to ensure the environmental management system itself is fit for purpose, in that it is documented, implemented, maintained and continually improved in accordance with the requirements of the ISO 14001 Standard. As such these are generally standard procedures applicable to most businesses.
- **Environmental Procedures** (can also be termed ‘operational procedures’) – these are procedures related to controlling the environmental aspects of your day to day operations. They are therefore specific to the business. However, there is one procedure in here, EP1 – Emergency Response, which is a requirement of the Standard and so will be applicable to all businesses.

### Systems Procedures:

- 9.1 The Systems Procedures SP1-10 are located in the ‘Systems Procedures’ folder. Each one of these refers to a specific requirement in the Standard, it is important that your EMS contains each of these procedures. The section(s) of ISO 14001 that each procedure relates to is stated in the box described ‘ISO 14001 References’ at the top of the header page of the procedure.
- 9.2 Look through each one and familiarise yourself with it. Tailor to your company as required. Assign responsibilities to the appropriate individuals, implement the procedure and set up any associated files or records as indicated within it. Ignore the procedures SP8 and SP9 for the time being, these are dealt with in sections 12 and 13 below.
- 9.3 Where there is reference in the procedure (e.g. SP4) to another document in the EMS (e.g. a management programme in ER4) ensure that this cross reference is still correct for your modified EMS documentation (e.g. that you have kept this management programme in)

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# ENVIRONMENTAL MANAGEMENT SYSTEM MANUAL

BS EN ISO 14001: 2004

Issue: 1	Reference EM3	Authorised by:
Page 3 of 9	Effective Date:	

## PART I

# ENVIRONMENTAL MANUAL

This Environmental Manual Covers the activities and functions performed by XLtd included in the service scope definition:-

### **Scope:**

XLtd provides [insert company activities / services].

The company is committed to providing a clean, healthy working environment for all its employees by complying with all applicable environmental and health and safety legislation. Furthermore the company is committed to strive to continually improve its environmental performance based on the objectives listed within this manual.

The Environmental Management System is designed to meet the requirements of

ISO 14001:2004

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# **ENVIRONMENTAL MANAGEMENT SYSTEM MANUAL**

**BS EN ISO 14001: 2004**

Issue: 1	Reference EM4	Authorised by:
Page 4 of 9	Effective Date:	

## **Environmental Policy**

[customise if required, but note requirements in ISO14001]

XLtd recognises the impacts that its operations, activities and waste arisings have on the environment. It maintains a commitment to minimise the adverse effects of those impacts through the implementation and continual improvement of an environmental management system.

The Company's environmental management system will ensure compliance with environmental legislation and the prevention of pollution through appropriate risk control consistent with maintaining an exceptional service to its customers.

XLtd is therefore committed to the following key policy principles:

- Integrating the consideration of environmental concerns and impacts into all of our decision making and activities
- Recognising that the minimum acceptable level of environmental performance is that set out in current environmental legislation
- Setting clear environmental objectives and regularly monitoring progress against them
- Minimising the generation of waste and reducing its environmental impact through responsible disposal and recycling options
- Minimising the use and emission to the environment of any hazardous materials used in the Company's processes and activities and sourcing non-hazardous alternatives where commercially viable
- Purchasing recycled, recyclable and environmentally responsible products where these are available, economical and suitable
- Working in partnership with suppliers and customers to establish high environmental standards
- Promoting environmental awareness among employees and training staff about environmental issues that affect their work and their responsibilities in maintaining good environmental management
- Communicating the Company's Environmental Policy and commitments to all staff, suppliers, customers and other interested parties

Signed: -

Date:-

Managing Director

Issue: 1	Reference EM5	Authorised by:
Page 5 of 9	Effective Date:	

#### **4.4.5 Control of documents**

XLTD has developed and keeps up-to-date a procedure for controlling all documents associated with the environmental management system to ensure that:

1. They can be located
2. They are periodically reviewed, revised as necessary and approved for adequacy by authorised personnel
3. The current versions of relevant documents are available where required
4. Obsolete documents are promptly removed from all points of issue
5. Any obsolete documents retained for legal and/or knowledge preservation purposes are suitably identified.

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

XLTD has developed and keeps up-to-date a procedure concerning the creation and modification of the various types of document.

**Ref: SP6**

#### **4.4.6 Operations control**

XLTD has identified those operations and activities that are associated with its identified significant environmental aspects in line with its policy, objectives and targets

XLTD plans its operations and activities, including maintenance, in order to ensure that they are carried out under specified conditions by:

1. Establishing and maintaining documented procedures to cover situations where their absence could lead to deviations from the environmental policy, objectives and targets
2. Stipulating operating criteria in the procedures
3. Establishing and maintaining procedures related to the identifiable significant environmental aspects of the services provided by XLTD.

**Ref: EP1, EP2, EP3, EP4, EP5**

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## ENVIRONMENTAL MANAGEMENT SYSTEM MANUAL

BS EN ISO 14001: 2004

**Document Title: Chemicals Storage & Handling Procedure**

**Ref:** EP3

**Date Issued:** x/x/09

**Last revised:** x/x/09

**Revision No:** 01

**ISO 14001 References:** 4.4.6

**Related Documents:**

- Emergency Response Procedure EP1
- Emergency Spillage Guide EP2
- Waste Management Policy & Operational Procedures EP5

### Contents:

1. Purpose
2. Scope
3. Definitions
4. Responsibilities
5. Procedure
6. Record Forms

**1. Purpose**

- 1.1. To ensure that chemicals, hazardous and flammable substances used by the Company are both stored and used in a manner that minimises their environmental risks, and in compliance with legal requirements

**2. Scope**

- 2.1. All chemicals, pesticides, hazardous and flammable substances used by the Company, and their sub-contractors, in operations on site

**3. Definitions**

- 3.1. *Chemical* – any substance whether gas, liquid or solid which has the potential to cause harm to the environment
- 3.2. *Hazardous waste* – a waste defined as ‘hazardous’ under the List of Wastes (England) Regulations SI 2005/895 which include waste oils, chemicals, batteries, refrigerants (CFC’s, HCFC’s), fluorescent tubes containing mercury, waste electrical equipment

**4. Responsibilities**

- 4.1. It is the responsibility of the Lead Environmental Manager to ensure that this procedure is followed at all times and that staff with responsibility for handling and using chemicals are trained in the requirements of this procedure
- 4.2. It is the responsibility of the Environmental Management Representative that all chemicals used on site are adequately stored in order to prevent accidental spillage and release
- 4.3. It is the responsibility of all staff with responsibilities involving the handling, storage and use of chemicals to comply with the provisions of this procedure

**5. Procedure****Purchase & Delivery of Chemicals**

- 5.1. Prior to ordering any new or replacement chemicals consideration will be given as to the viability of using ‘greener’ alternatives such as biodegradable, non-hazardous or water based products instead

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**ENVIRONMENTAL MANAGEMENT SYSTEM MANUAL**

BS EN ISO 14001: 2004

<b>Environmental Record</b>	<b>Document Title: Register of Significant Environmental Aspects &amp; Impacts</b>		
<b>Ref:</b> ER3	<b>Date Issued:</b> x/x/10	<b>Last Revised:</b> x/x/10	Revision No.: 01
<b>ISO 14001 References:</b> 4.3.1; 4.3.3; 4.4.6			
<b>Related Documents:</b>	Environmental Aspects Evaluation Record ER2		
	Environmental Aspects Process Flowchart ER1		
	Maintenance of Register of Environmental Aspects & Impacts SP1		

**Air Emissions**

<b>Ref No.</b>	<b>Aspect</b>	<b>Condition</b>	<b>Impact</b>	<b>Significance</b>	<b>Controls</b>	<b>Objectives / Targets</b>	<b>Legislation</b>
EA1.1	Vehicle exhaust emissions during normal operating conditions	Normal	Local and global air pollution and global warming effect. Emissions of CO2 (global warming), CO (toxic to humans), NO, NOx and SOx (contribute to acidification, human respiratory problems), VOCs (acts as catalyst for ground level ozone creation with NO2 and contains carcinogens)	-20	Vehicle maintenance; Driver training	EO 1.2; EO 2.1	LAE1; LAE2
EA1.2	Excessive use of fuel	Abnormal	Impact on local air quality. Local and global air pollution and global warming effect. Emissions of CO2 (global warming), CO (toxic to humans), NO, NOx and SOx (contribute to acidification, human respiratory problems), VOCs (acts as catalyst for ground level ozone creation with NO2 and contains carcinogens). Reduction in finite natural resources	-19	Regular monitoring of fuel usage	EO 1.2; EO 2.1	LAE1; LAE2

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<b>ENVIRONMENTAL MANAGEMENT SYSTEM MANUAL</b>			
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<b>Environmental Record</b>	<b>Document Title: Register of Applicable Legislation</b>		
<b>Ref:</b> ER5	<b>Date Issued:</b> x/x/10	<b>Last Revised:</b> x/x/10	Revision No.: 01
<b>ISO 14001 References:</b> 4.3.2			
<b>Related Documents:</b>	Maintenance of Register of Applicable Legislation SP2		
	Register of Significant Environmental Aspects & Impacts ER3		

## 1. Air Emissions

<b>Leg. No.</b>	<b>Primary Legislation</b>	<b>Secondary Legislation</b>	<b>Requirements</b>	<b>Environmental Aspects</b>
LAE1	Environment Act 1995	Road Traffic (Vehicle Emissions) (Fixed Penalty) Regulations 1997	Local authorities can issue fixed penalties from roadside tests for exhaust emissions. Duty to ensure Company vehicles maintained in accordance with manufacturer's recommendations	Company vehicle use
LAE2	Road Traffic Act 1998; EU Directive (91/44/EEC); EU Directive (94/12/EEC)	Road Vehicles (Construction & Use) Regulations 1986 as amended	Offence to use vehicle if emitting "smoke, visible vapour, grit sparks, ashes, cinders or oily substances" in such a way as is likely to cause "damage to any property or injury or danger to any person". Sets emission limits for CO, HC, NOx and particulates (diesels). Drivers required to switch off engines when stationary and keep engines in tune and emissions control equipment working efficiently.	Company vehicle use
LAE3	Environmental Protection Act 1990	Environmental Protection (Controls on Ozone Depleting Substances) (Amendment) Regulations 2008 (SI 91); amends 2002/528	Restrictions on importation, supply and storage of ozone depleting substances containing certain CFCs and HCFCs for use in air conditioning and refrigeration systems. Requirement to recover ODS for destruction / recycling during maintenance or disposal of equipment.	Maintenance & use of air conditioning and refrigeration systems