



# ISO 14001

## **ENVIRONMENTAL** MANAGEMENT MANUAL



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## DOCUMENT CONTROL

Any changes to products, services, processes, procedures or legislative requirements are to be reflected in the environmental management manual and the revision details are to be recorded below.

<b>Document Control</b>				
<b>Document:</b>	E-MM-1 –Environmental Management Manual			
<b>Version:</b>	1.0			
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<b>Reviewed By:</b>	Insert Person	<b>Position:</b>	Insert Position	
<b>Approved By:</b>	Insert Person	<b>Position:</b>	Insert Position	
This manual is reviewed to ensure its continuing relevance to systems and processes that it describes. A record of contextual additions or omissions is given below.				
<b>Amendment Record</b>				
<b>Version</b>	<b>Date</b>	<b>Comments</b>	<b>Reviewed By</b>	<b>Summary of Amendments</b>
1.0	Insert Date	To outline and define environmental management processes.		Original
The latest revision of this manual is on Insert Your Company intranet site. It is the responsibility of the individual to ensure that any hardcopy is the current revision. A printed version of this manual is uncontrolled, except when provided with a document title and revision number in the field below and marked as 'Controlled Copy'.				
<b>Document Title:</b>	Environmental Management Manual		<b>Rev:</b>	1.0
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# 1. INTRODUCTION

Insert Your Company is a e.g. construction, design, manufacturing, electrical, gas, air conditioning, plumbing and servicing? company operating from insert head office.

We have developed and implemented an environmental management system that uses *AS/NZS ISO 14001 Environmental Management Systems* as a framework to document and improve our environmental practices and satisfy the needs and expectations of our customers, stakeholders and interested parties.

Insert Your Company is committed to achieving the following environmental outcomes:

- Enhancing environmental performance by preventing or mitigating adverse environmental impacts.
- Fulfilling environmental compliance obligations by managing and controlling adverse effects of environmental conditions.
- Attaining environmental objectives by controlling the way our organization's products and services are designed, manufactured, distributed, consumed and disposed of.

Please refer to section 13 *Correlation Matrix* for an overview of our management system processes and our application to the ISO 14001 Standard. Also refer to section 4.4. *Environmental Management System and its processes* for more detail. **Plan-Do-Check-Act** approach.

## 1.1. Company Details

Company Name:	Insert details
ABN:	Insert details
Head Office Address:	Insert details
Postal Address:	Insert details
Phone:	Insert details
Fax:	Insert details
Email:	Insert details
Website:	Insert details

## 1.2. Environmental Management

Insert Your Company is a stable, professional corporate business with family values. One of our business objectives is to provide an environmentally friendly service that sets a benchmark for the industry in Australia, with the intention of being the industry leader in insert your businesses services and/or products.

Insert Your Company general environmental objectives include:

- Providing a prompt and professional service that consistently meets or exceeds our clients' environmental expectations.
- Developing a strong culture of environmental awareness across our organization, where key processes are measured and interested parties' needs and expectations are understood and achieved.



- Ensuring that the business is environmentally efficient, flexible and proactive.
- Striving for continual improvement with all our environmental (strategic, tactical and operational) objectives.
- Reducing energy consumption and tracking performance.
- Reducing water usage and improving air quality.
- Minimizing waste by recycling and reusing materials.
- Implementing sustainable procurement practices.
- Being responsible to the environment.

### 1.3. Relationship with Other Standards

In addition to AS/NZS ISO 14001 Environmental Management Systems – Requirements with Guidance for Use, **Insert Your Company** may use other standards and guidance for its operations and environmental management system.

These standards may include, but are not limited to the following:

- AS 1269 (All Parts) Occupational Noise Management.
- AS 4452 The Storage and Handling of Toxic Substances.
- AS/NZS ISO 9000, Quality Management Systems – Fundamentals and Vocabulary.
- AS/NZS ISO 9004, Quality Management – Guidelines for Improved Performance – Guidance to Achieve Sustained Success.
- AS ISO 14004 Environmental Management Systems – Guidelines for Implementation.
- AS/NZS ISO 19011, Guidelines for Auditing Management Systems.
- AS ISO 31000 Risk Management – Principles and Guidelines.
- AS/NZS ISO 45001 Occupational Health and Safety Management Systems.
- HB 203 Managing Environmental Risks – Requirements.
- Managing Hazardous Chemicals in the Workplace Code of Practice.

The Australian Dangerous Goods Code.

**Insert Your Company** may add to the above as applicable.

### Terms and Definitions

	Definition
	A systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluation to determine the extent of compliance.
<b>Audit</b>	Documentation, statements and records; may also include physical items.
<b>Continual Improvement</b>	A recurring activity to enhance performance.
<b>Corrective Action</b>	An action to eliminate and control the cause of an identified non-conformance to the Environmental Management System.

Term	Definition
<b>Documented Information</b>	Any document, record or other information which is necessary for the operation of processes or is required by the Environmental Management System. It can include photographs, diagrams, videos, process maps, procedures and can be on any medium, i.e. paper or electronic.
<b>Environment</b>	Surroundings in which <b>Insert Your Company</b> operates, including air, water, land, natural resources, flora, fauna and their inter-relationships.
<b>Environmental Aspect</b>	An element of <b>Insert Your Company's</b> activities or services that interacts (or can interact) with the environment.
<b>Environmental Impact</b>	A change to the environment, whether adverse or beneficial, wholly or, partially, resulting from <b>Insert Your Company's</b> environmental aspects.
<b>Inputs</b>	Resources such as people, materials, energy, information or finance that are put into a system to seek a desired output.
<b>Interested Parties</b>	Stakeholders who receive products or services, or who may be impacted by them, or those who may otherwise have an interest in (or to) <b>Insert Your Company</b> .
<b>Life Cycle</b>	Conceptive and linked stages of a product or service system, from material extraction, or generation from natural resources to final disposal.
<b>Non-Conformity</b>	Non-fulfilment of a requirement.
<b>Non-Conformance Report (NCR)</b>	A report that documents the details of a non-conformance reported in a process or other process review.
<b>Objective</b>	The result to be achieved. <b>Insert Your Company</b> objectives must be SMART: Specific, Measurable, Achievable, Realistic, Timely.
<b>Opportunity</b>	A possible effect of uncertainty.
<b>Organizational Knowledge</b>	Knowledge specific to <b>Insert Your Company</b> . It is generally gained by experience and is information that is used and shared for the benefit of others.
<b>Output</b>	The result of a process.
<b>Plan-Do-Check-Act</b>	A system to ensure that all actions are planned and checked before the action takes place.
<b>Procedure</b>	A specified way to carry out an activity or process.
<b>Process</b>	A set of interrelated or interacting activities which uses inputs to deliver outputs. Processes are how <b>Insert Your Company</b> typically operates on a daily basis.
<b>Products and Services</b>	The outputs that <b>Insert Your Company</b> delivers to meet the customer's requirements. A product is a physical outcome of

Term	Definition
	a process while a service is the movement or actions to meet the customer's requirements.
<b>Record</b>	Document(s) stating results achieved or providing evidence of activities performed.
<b>Risk</b>	The likelihood of a negative effect.
<b>Risk Assessment</b>	The overall process of risk identification, risk analysis and risk evaluation.
<b>Risk Based Thinking</b>	Planning <b>Insert Your Company</b> objectives and actions with consideration to the known risks and their potential effect. The ideal situation is to minimize the likelihood of unwanted outcomes.
<b>Risk Mitigation</b>	A plan developed with the intent of addressing all possible risks and preventing their occurrence.
<b>Stakeholder</b>	A person or group of people who has an interest in or is impacted by <b>Insert Your Company</b> policies, objectives. Stakeholders may participate in and contribute to the decision-making process. Stakeholder may also be used interchangeably with 'interested party'.
<b>Supplier</b>	An entity controlled by the <b>Insert Your Company</b> to supply products or services, plant, equipment, materials or other items.
<b>Target</b>	The specific performance requirements that need to be met to achieve objectives.
<b>Uncertainty</b>	A deficiency of information related to understanding or predicting an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)
<b>Uncontrolled Document</b>	An approved copy of a document for which no attempt is made to update it after distribution.
<b>Worker</b>	an employee, a contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labour hire company who has been assigned to work, an apprentice or trainee or a student gaining work experience. May also be referred to as 'personnel'.

For further information on terms and definitions, please refer to AS/NZS ISO 14001 Environmental Management Systems – Requirements with Guidance for Use, and AS/NZS ISO 9000, Quality Management System - Fundamentals and Vocabulary.

## 2. PURPOSE

The purpose of this manual is to describe **Insert Your Company** environmental management system, define accountabilities and to provide procedures for the

activities that influence the environmental aspects of our processes, products and services.

This environmental management manual was developed to guide **Insert Your Company** activities and to provide external parties (upon request) with information regarding our environmental management system.

### 3. ENVIRONMENTAL MANAGEMENT MANUAL CONSTRAINTS

This environmental management manual is constrained to the **Insert Your Company**, contractors and other agents working for or on behalf of **Insert Your Company** and relies upon their consultation, cooperation and compliance for full implementation to be feasible throughout the operational structure of the **Insert Your Company**. **Insert Your Company** shall audit systems, employee and agent compliance with the environmental management system regularly, every **Insert** on the risk of operational compliance.

### 4. CONTEXT OF THE ORGANIZATION

#### 4.1. Understanding the Organization and its Context

**Insert Your Company** is committed to doing our part in the marketplace and understanding how relevant issues arising from internal and external issues influence our organizational context and the effectiveness of our environmental management system to achieve its intended outcomes. Broadly, these (internal and external) issues are defined as:

Internal	External
Roles, responsibilities and activities	Customers
Working conditions	Markets and competition
Market knowledge	Regulatory and statutory
Physical environment	Technological
Human resources	Cultural and social
Water and energy use	General public
	Suppliers
	Political influence
	Contractors

Specific environmental issues related to the context of our organization include climate conditions, air quality, water quality, land use, natural resource availability and biodiversity. **Add or delete, as necessary.**

Although we recognize that *AS/NZS ISO 14001 Environmental Management Systems* does not require our organizational context to be maintained as documented information, we maintain (in addition to this manual) the following documents that describe our organizational context:

- Aspects and impacts register.



- Business plans, strategy documents, operational procedures.
- Analysis of technology and competitors.
- Technical reports from experts and/or consultants.
- Minutes of meetings, process flowcharts, maps and reports, etc.
- Add or delete the above, as necessary.

To further facilitate the understanding of our organizational context, we regularly consider issues that influence our business during management review meetings, the results of which are conveyed via minutes and business planning documents.

#### 4.2. Understanding the Needs and Expectations of Interested Parties

Insert Your Company recognizes that we have a unique set of interested parties whose needs and expectations (i.e. requirements) change as our business develops. There are a number of these requirements that are relevant to our environmental management system, which Insert Your Company considers a compliance obligation. The criteria for Insert Your Company's compliance obligations include the following parameters:

- All relevant legal and regulatory requirements
- All business requirements imposed by senior management
- All relevant requirements of interested parties that Insert Your Company decides to comply with, these may include contractual obligations (customers) or voluntary environmental commitments.

By questioning how the interests of interested parties (for their requirements) might affect Insert Your Company's ability to achieve the intended outcomes of our environmental management system, we are able to identify and document the relevant interested party requirements.

Insert Your Company maintains an 'interested party register' (refer to E-MM-1 – Organizational Management System) that lists our relevant interested parties to their corresponding needs and expectations and indicates which of these has a compliance obligation.

Such needs and expectations include whether they are critical to the success of our environmental management system, broadly include the examples shown in the table below.

	Requirements	EMS Critical	Compliance Obligation
	Supply of goods and services to specification	Yes	Contractual
Employee	Continued employment	No	No
	Safe working environment	Yes	Contractual
Regulatory	Compliance with the law and regulatory reporting	Yes	Legal
Community	Social responsibility	Yes	Voluntary

The outputs from this process are typically used to inform and develop the following sections and processes of the environmental management system (and our environmental strategic direction):

- Section 4.3. Scope of The Environmental Management System
- Section 4.4. Environmental Management System and its Processes
- Section 6.1.1. Actions to Address Risk and Opportunities
- Section 6.1.2. Environmental Aspects
- Section 6.1.3. Compliance Obligations
- Section 7.4. Communications

Be sure to align to actual headings

#### Related Procedures, Forms and Documents

ID	Procedures
E-MP-1	Context of the Organization
E-MP-3	Management of Risks and Opportunities

### 4.3. Scope of The Environmental Management System

Based on the scope of our activities and processes described in section 4.2, production and the analysis of the issues and requirements identified in section 4.2, **Insert Your Company** has established the scope of the environmental management system to enable the implementation of policies and procedures that are relevant to our context, physical and organizational boundaries, **product life-cycles** and interested parties.

**Insert Your Company** is able to exert authority and varying levels of control and influence over our activities, products and services.

The functional and organizational boundaries at different physical locations (where applicable) and the nature of control and influence are summarized below:

Physical Boundary	Functional Boundary	Organizational Boundary	Authority to Control or Influence
Our facilities are at the following address	All activities performed, managed, organized that result in product or service outputs	Complete organizational control over current activities	A high degree of authority to control or influence related processes
3rd parties	Making processes as per our agreements and specifications	Purchasing and contractual controls	3rd Parties are controlled and influenced through contractual agreements

In order for our environmental management system to be robust, all of the activities, products and services undertaken by **Insert Your Company** are included within its scope. In this way, we are able to control and influence all of our activities, products and services.

The scope of our environmental management system has been assessed with the conformance requirements of *AS/NZS ISO 14001 Environmental Management Systems*, utilizing an internal review and an audit methodology.

#### 4.4. Environmental Management System and its Processes

**Insert Your Company's** environmental management system follows the layout and structure of *AS/NZS ISO 14001 Environmental Management Systems*, and its processes are designed around the principles of the **Plan-Do-Check-Act** methodology, as outlined below:

<b>PLAN</b>	Establish the environmental objectives and processes necessary to deliver the results in accordance with the organization's environmental policy.
<b>DO</b>	Implement the processes required to convert the inputs into the outputs, as planned.
<b>CHECK</b>	Monitor and measure the processes against the environmental policy including its commitments, environmental objectives, and performance criteria and report on the results.
<b>ACT</b>	Take actions to continually improve environmental performance to achieve the intended outcome.

The environmental management system is designed as an interrelated number of processes. The main processes of the system are grouped into the categories shown below with further process details provided in the **Plan-Do-Check-Act** flowchart.

- Leadership Processes.
- Planning Processes.
- Support Processes.
- Operational Processes.
- Performance Evaluation Processes.
- Improvement Processes.

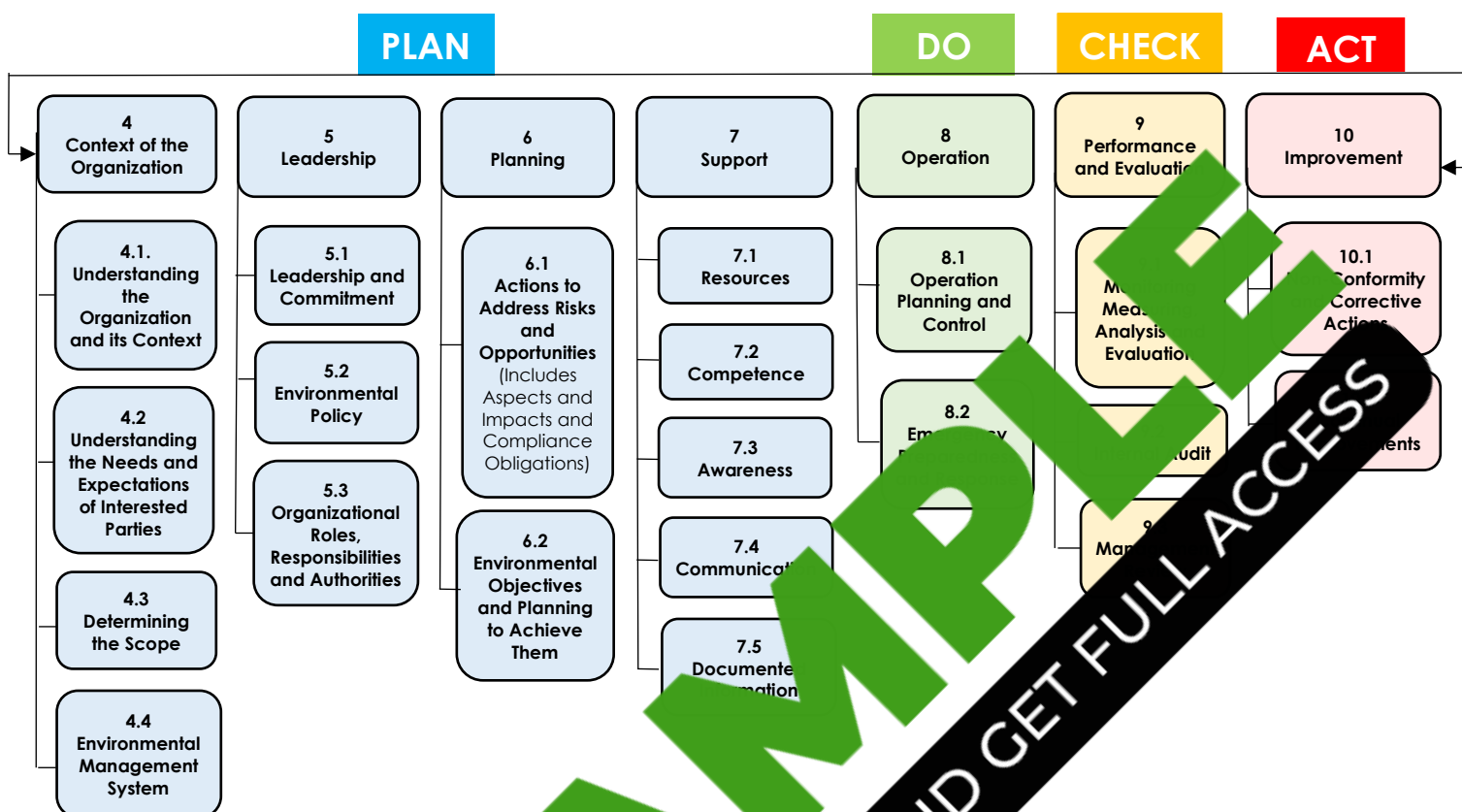
Underpinning these processes is a robust document control system, including this environmental management manual, procedures, forms and other internal and external documents needed to manage environmental compliance.

Also, refer to section 4.5 **Environmental Management System Process Map**, which shows the processes and their interactions that allow **Insert Your Company** to establish, implement, maintain and improve our environmental management system.



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## Plan-Do-Check-Act Flowchart



**Insert Your Company** environmental management system is implemented upon the above-mentioned processes, and is integrated into the day-to-day activities that

**Insert Your Company** undertakes.

This environmental management system is part of the strategy to establish, document and implement policies, processes objectives and their interactions, whilst satisfying the requirements of the ISO 14001 Environmental Management System.

In summary, our environmental management system processes are defined to address the following:

- Management and support processes.
- Environmental issues.
- Energy and energy usage.
- Pollution prevention and control.
- Production and logistics processes.
- Products, and services.
- Customers and end-users.

Actions delete as appropriate.

As part of the decision-making process, **Insert Your Company** uses trends and statistical data related to non-conformities, environmental aspects, obligations, targets and corrective actions, in addition to monitoring and measurement results, audit results and compliance data, to ensure that objectives are met, and responsible decisions are made.

An environmental review is conducted every **three years** ahead of **re-certification** to determine any changes to **Insert Your Company**'s processes which may affect the