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8.0 Operation

8.1 Operational Planning & Control

You should seek and record evidence that your organization has determined the design and its processes to meet the requirements of your customers and the requirements of your EMS. Evidence that the process, including all inputs, outputs, resources, controls, criteria, and process measurement and performance indicators being planned should be sought. ISO 14001:2015 introduces three new issues that open up the scope of this whole clause:

1. **Changes**: Planned changes to be controlled, or unintended changes to be reviewed for their consequences. Controls can include engineering controls, procedures, documented procedure, etc. They can be implemented following a hierarchy (e.g. elimination, substitution, administrative) and can be used singly or in combination.
2. **Life cycle perspective**: To design and develop products and services taking into account the environmental impact throughout their life cycle. Include environmental requirements in the purchasing specifications of products and services, and communicate these environmental requirements to external providers. When necessary, provide information on potential environmental impacts related to the transportation, use, end of life treatment and final disposal of its products and services.

   Considering that some of your organization's environmental impacts can occur once the products and services have been delivered to the customers, organizations need to provide information to those that will transport, use, treat or dispose of the products and services in order to prevent adverse environmental impacts. Your organization´s ability to exert control or influence can vary from full control to no influence.

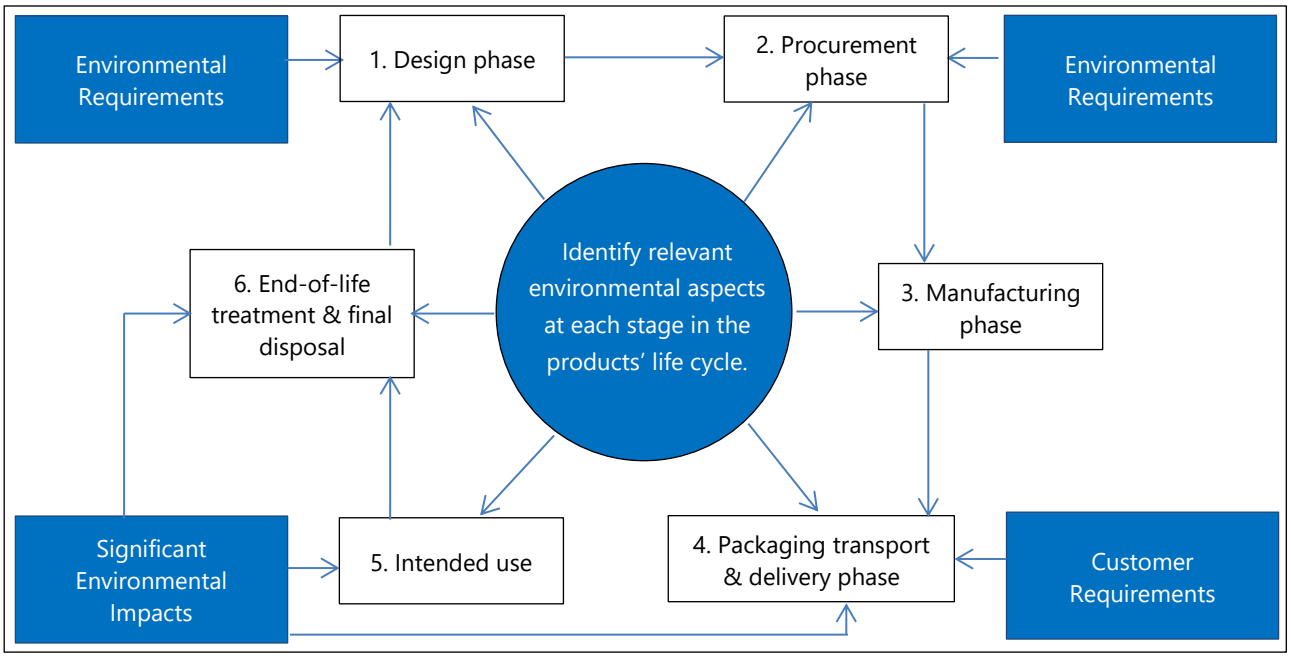
3. **Out-sourced Processes**: Outsourced process affecting EMS compliance must be controlled or influenced. Auditors will be alert and identify instances of outsourcing highly pollutant processes with the intention of dropping them out of EMS.

Considering that some of your organization's environmental impacts can occur once the products and services have been delivered to the customers, organizations need to provide information to those that will transport, use, treat or dispose of the products and services in order to prevent adverse environmental impacts. The Life cycle perspective means that your organization must also:

1. Design and develop products and services taking into account the environmental impact throughout their life cycle;
2. Include environmental requirements in the purchasing specifications of products and services;
3. Communicate these environmental requirements to external providers;
4. When necessary, provide information on potential environmental impacts related to the transportation, use, end of life treatment and final disposal of its products and services.

Ensure that those with responsibility for each stage of the lifecycle, for example; procurement, design, logistics, operations, sales, and after sales, are represented in environmental aspects identification and evaluation. Again, a workshop scenario works well. Where significant aspects relate to other stages of the lifecycle, these can be managed or coordinated through the EMS, for example by operational control and environmental objectives.

Lifecycle & Environmental Requirements



Certification Auditors will not expect to see a fully developed life cycle analysis. This is not a requirement of the new standard. All operational factors must be determined and risks associated with health, safety and the environment must be managed in a way that conforms to the EMS policies.

8.2 Environmental Emergency Situations

The emergency situations may originate within your organization and have the potential to affect the environment, or may be an environmental condition that has the potential to affect your organization. You should determine whether your organization has the:

1. Processes in place that are tested, and ready to be triggered.
2. The planned response actions need to be tested, reviewed and revised when necessary, in particular after the occurrence of emergency situations and after tests.
3. Capability to respond effectively to emergency situations
4. Interested parties are made aware of these arrangements, (and when necessary trained if they are required to participate in the emergency response)

The emergency preparedness and response section requires your organization to establish and maintain procedure to:

1. Identify potential emergency scenarios;
2. Respond to accidents and emergencies;
3. Prevent and mitigate any impacts and risks that may be associated with accidents and emergencies.

Your organization should review and revise, when necessary, the emergency preparedness and response procedure, especially after an accident or emergency situation. Your organization must also periodically test such procedures where practicable. Whether your facility has emergency response plans or not, you should review the following sections to ensure you meet the emergency response requirements. Develop a procedure to respond to emergency situations.