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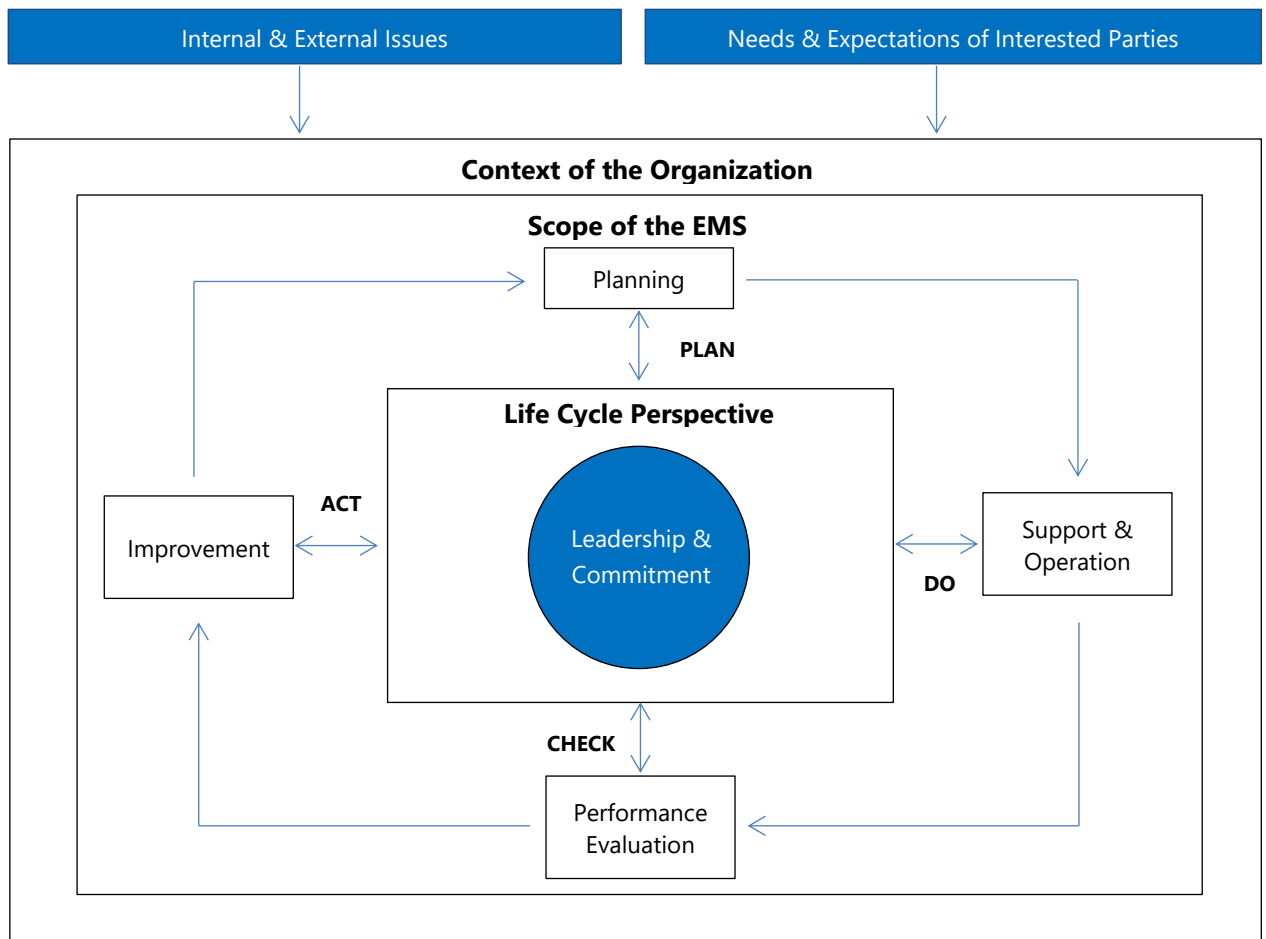
1 Introduction

Your organization has developed and implemented an Environmental Management System (EMS), which uses ISO 14001:2015 as a framework that allows our organization to document and improve our environmental practices in order to better satisfy the needs and expectations of our customers, stakeholders and interested parties. Your organization is committed, through our environmental policies, to the operation of an EMS that elicits the following intended outcomes:

1. Enhance environmental performance, by protecting the environment by preventing or mitigating adverse environmental impacts ;
2. Fulfil compliance obligations by mitigating potential adverse effects of environmental conditions;
3. Achieve environmental objectives by controlling or influencing the way our organization’s products and services are designed, manufactured, distributed, consumed and disposed.

The figure below illustrates our methodology for the development of our EMS, using the plan, do, check and act process approach, to implement and deliver management system objectives, stakeholder requirements and environmental compliance.

Figure 1: ISO 14001:2015 EMS & PDCA Interaction



Certification to the international standard ISO 14001:2015 will help achieve these intended outcomes and demonstrates that the EMS is effective, provides value for the environment, our organization and its interested parties. Our EMS addresses and supports our wider strategies for the design, development,

manufacturing, installation and service of our products. Insert the registered address of your organization and/or facilities here.

Insert your scope statement here. This should succinctly summarize what your business does and what your products and or services are. A couple of sentences and some bullet points is all that is required, as this text will be shown your ISO 14001:2015 certificate.

This EMS manual is used to familiarise our customers, interested parties, or individuals with the controls that have been implemented and to assure them that the integrity of our EMS is maintained and is focused on meeting its intended outcomes.

This manual also describes the structure and interactions of our EMS, delineates authorities, inter relationships and responsibilities of personnel who operate within the boundaries of **your organization's** Environmental Management System. The manual also references procedures, process and activities that comprise our EMS.

2 References

In addition to ISO 14001:2015 we also make reference to other relevant British and/or international standards as well as customer specifications appropriate to our products and market.

Standard	Title	Description
BS EN ISO 14004:2016	Environmental management systems	Guidelines for implementation
BS EN ISO 9004:2000	Environmental management systems	Guidelines for performance improvements
BS EN ISO 19011:2011	Auditing management systems	Guidelines for auditing

3 Definitions

This document does not introduce any new definitions but rather relies on the following:

1. Terms typically used in standards and regulations as they relate to our EMS or products;
2. Standard business terminology, and terms and vocabulary commonly used our industry.

4 About Our Organization

4.1 Organizational Context

Your organization is committed to defining our position in the marketplace and understanding how relevant factors arising from internal and external issues influence our strategic direction, our organizational context, or the ability of our EMS to achieve its intended outcomes. Such issues include factors that are capable of being affected by, or capable of affecting our organization. Broadly, these issues are defined as:

1. **Internal issues** – conditions related to our organizational activities, products, services, strategic direction, culture, people, knowledge, processes and systems. Using SWOT analysis provides our organization with framework for reviewing and evaluating our strategies, and the position and direction of our organization, business propositions and other ideas;
2. **External issues** – conditions related to cultural, social, political, legal, regulatory, financial, technological, economic, competition at local, national or international levels. Using PESTLE analysis provides our organization with framework for measuring our market and growth potential according to external political, economic, social, technological, legal and environmental factors;
3. **Environmental issues** – conditions related to climate, air quality water quality, land use, natural resource availability or biodiversity that can either affect our organization's purpose, or be affected by our environmental aspects and impacts, which your organization must manage.

Although we acknowledge that ISO 14001:2015 does not require our organizational context to be maintained as documented information, we maintain and retain; in addition to this document, the following documented information that describes our organizational context:

1. *SWOT Analysis Templates* for **internal issues**;
2. *PESTLE Analysis Templates* for **external issues**;
3. *Environmental Aspects & Impacts Registers* for **environmental issues**;
4. Business plans, strategy documents, operational procedures;
5. Analysis of technology and competitors;
6. Technical reports from experts and/or consultants;
7. Minutes of meetings, process maps and reports, etc.

Your organization collates and assesses information about these influential factors to ensure that a continual understanding of the relevance of each factor is derived and maintained. To facilitate the understanding of our 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.

The output from this activity is evident as an input to determining the scope of our EMS (Refer to Section 4.3) and its processes (Refer to Section 4.4), as well as, the consideration of risks and opportunities that may affect our EMS, and the resulting actions that we take to address them (Refer to Section 6.1).

4.2 Relevant Interested Parties

Your organization recognizes that we have a unique set of interested parties whose needs and expectations (requirements) change and develop over time. Only a limited set of requirements are relevant to our EMS, and which are considered and managed as a compliance obligation. The criteria for your organization's compliance obligations include the following parameters:

1. All relevant legal requirements;

2. All corporate requirements imposed by upper levels of our organization;
3. All relevant requirements of relevant interested parties that our organization decides to comply with, these may either be contractual (customers) or voluntary (environmental commitments).

By asking 'how the interested party (or their requirements) might affect our organization's ability to achieve the intended outcomes of our environmental management system?' we are able to determine and document the relevant interested party requirements.

Although not specifically required by ISO 14001:2015, your organization maintains an *Interested Party Matrix* that aligns a list of relevant interested parties to their corresponding needs and expectations; with an indication of which of these has been accepted by our organization as a compliance obligation. Such needs and expectations, and whether they are critical to the success of our EMS, broadly include the examples shown in the table below.

Figure 2: Types of Interested Party



Interested Party	Requirements	EMS Critical	Compliance Obligation
Customers	Supply of goods and services to specification	Yes	Contractual
Employees	Continued employment	No	N/a
	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 the following sections and processes of the EMS:

1. 4.3 Management system scope;
2. 4.4 Management system processes;
3. 6.1.1 Actions to address risk and opportunities that affect the EMS;
4. 6.1.2 Environmental aspect and impacts;
5. 6.1.3 Compliance obligations;
6. 7.4 Communications.

4.3 Management System Scope

Based on the scope of our activities described in Section 1 - Introduction and the analysis of the issues and requirements identified in Sections 4.1 and 4.2, your organization has established the scope of our environmental management system in order to implement the objectives and policies that are relevant to our context, physical and organizational boundaries, product life-cycles and any interested parties.