



**ISO 14001**

**ENVIRONMENTAL  
MANAGEMENT MANUAL**



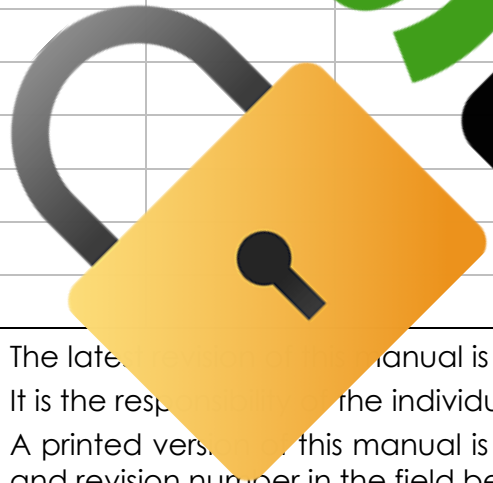
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# DOCUMENT CONTROL

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

Document Control					
<b>Document:</b>	E-MM-1 –Environmental Management Manual				
<b>Version:</b>	1.0				
<b>Released:</b>	Insert Date				
<b>Review Date:</b>	+ 1 year				
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<b>Reviewed By:</b>	Insert Person	<b>Position:</b>	Insert Position		
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This manual is reviewed to ensure its continuing relevance to the systems and processes that it describes. A record of contextual additions or omissions is to be maintained.					
Amendment Record					
Version	Date	Context	Security	Summary of Amendments	
1.0	Insert Date	To outline and define the environmental management process		Original	
The latest version 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	
<b>Uncontrolled Copy:</b>	<input checked="" type="checkbox"/>	<b>Controlled Copy:</b>	<input checked="" type="checkbox"/>	<b>Date:</b>	Insert Date



# 1. INTRODUCTION

Insert Your Company is a insert the details of what your company does here company operating from insert head office.

We have developed and implemented an environmental management system that uses 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 the environmental impacts.
- Fulfilling environmental compliance obligations by minimizing and controlling adverse effects of environmental conditions.
- Attaining environmental objectives by controlling the way our organization's products and services are designed, manufactured, distributed, controlled 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. Refer to section 4.4. Environmental Management System and its processes to understand our 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. Business Description

Insert Your Company is a e.g. stable, professional corporate business with family values. Our central business objectives is to provide an environmentally friendly service that sets the benchmark for the industry in insert your location with the intention of being the industry leader in insert your business's 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 *ISO 14001 Environmental Management System - Requirements with Guidance for Use*, **Insert Your Company** may use other standards for guidance for its operations and environmental management system.

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

- ISO 9000, Quality Management Systems - Fundamentals and Vocabulary
- ISO 9004, Quality Management - Quality of an Organization - Guide to Achieve Sustained Success.
- ISO 14004 Environmental Management System - General Guidelines for Implementation.
- ISO 19011, Guidelines for Auditing Management Systems
- ISO 31000 Risk Management - Principles and Guidelines
- ISO 45001 Occupational Health and Safety Management Systems.

Delete or add to the above as applicable.

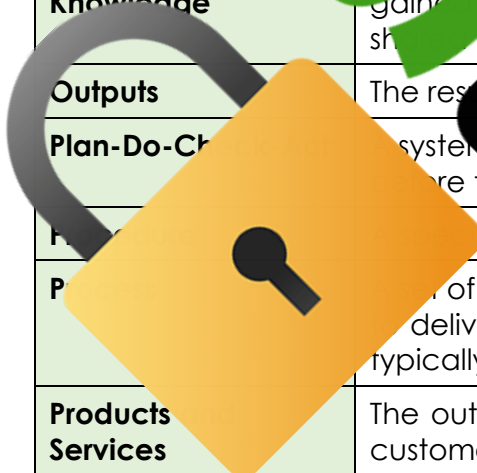
### Terms and Definitions

Term	Definition
<b>Audit</b>	A systematic, independent and documented process for evaluating the extent of conformity to a set of standards and evaluating the effectiveness of the Environmental Management System to determine the extent of compliance.
<b>Audit Evidence</b>	Documentation, statements and records; may also include physical items.
<b>Conformity</b>	Occurring 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.
<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.

Term	Definition
<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 products 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 and finance that are put into a system to secure a desired output.
<b>Interested Parties</b>	Stakeholders who receive our products and services or who may be impacted by them, or who have a significant interest otherwise have a significant interest in or to <b>Insert Your Company</b> .
<b>Life Cycle</b>	Consecutive and interlinking stages of a product or service system from raw materials acquisition or acquisition 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 identified in an audit 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 and Timely.
<b>Opportunity</b>	A possible event of <b>Insert Your Company</b> .
<b>Organizational Knowledge</b>	Information specific to <b>Insert Your Company</b> . It is generally gained by experience and is information that is used and shared for the achievement of objectives.
<b>Outputs</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 defined 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 Services</b>	The outputs that <b>Insert Your Company</b> delivers to meet the customer's requirements. A product is a physical outcome of 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.

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Term	Definition
<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 effects. The ideal situation is to minimize the likelihood or impact of unwanted outcomes.
<b>Risk Mitigation</b>	A plan developed with the intent of addressing <b>Insert Your Company</b> or possible risks and preventing their occurrence.
<b>Stakeholder</b>	A person or group of people that has an interest in <b>Insert Your Company</b> and is impacted by <b>Insert Your Company</b> policies or activities. Stakeholders may participate in and contribute to the decision-making process. Stakeholder may be used interchangeably with 'interested party'.
<b>Supplier</b>	An entity engaged by <b>Insert Your Company</b> to supply products, services, plant, equipment, materials, or other items.
<b>Target</b>	The specific performance requirements to be met to achieve objectives.
<b>Uncertainty</b>	A deficiency of information about understanding or knowledge, its extent, its occurrence, or likelihood. (Not to be confused with risk or uncertainty.)
<b>Uncontrolled Document</b>	An information copy of a document for which no attempt is made to update its distribution.
<b>Worker</b>	Employee, contractor or sub-contractor, an employee or contractor, an employee of a labor-hiring company who has been assigned to work, an apprentice or a student gaining work experience. May be referred to as 'personnel'.

For further information on terms and definitions, please refer to ISO 14001 Environmental Management Systems – Requirements with Guidance for Use, and ISO 14000 Environmental 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 employees, contractors and other agents working for or on behalf of **Insert Your Company**, and relies upon their consultation, cooperation and compliance for its full implementation to be feasible throughout the operational structure of the company.

**Insert Your Company** shall audit systems, employees, contractors and agents for compliance with the environmental management system at regular intervals based 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 defining our purpose and the scope of our environmental management system, understanding how relevant factors arising from internal and external issues affect our organizational context and the ability of our environmental management system to achieve its intended outcomes.

Broadly, these (internal and external) issues are categorized as follows:

Internal	External

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

Our ISO 14001 Environmental Management Systems does not require our environmental context to be maintained as documented information, we have included (to this manual) the following documents that describe our organizational context:

- **Insert Your Company** 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 and develop over time. 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** is required to comply with, these may either be contractual (customers) or other environmental commitments.

By questioning how the interested party (or the system) might impact **Insert Your Company** ability to achieve the intended outcomes of the environmental management system, we are able to determine and document the relevant interested party requirements.

**Insert Your Company** maintains an 'interested party register' (refer to E-MM-1 – Organizational Context Register) that aligns relevant interested parties to their corresponding needs and expectations and identifies which of these has a compliance obligation.

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

Interested Parties	Name	EMS Critical	Compliance Obligation

The information collected through these processes are typically used to inform and develop the following sections of the environmental management system (and our environmental strategic direction):

- Section 3.5. 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 Forms and Documents**

ID	Forms and Documents
E-MF-0	Strategic Objectives and Direction
E-MF-1	Organizational Context Register
E-MF-3	Environmental Management Review Meeting Record

**4.3. Scope of The Environmental Management System**

Based on the scope of our activities and plan described in section 1 - Introduction and the analysis of the issues and requirements identified in section 4.1 and 4.2, **Insert Your Company** has established the scope of our environmental management system to enable the implementation of objectives, policies and procedures that are relevant to our context, physical and organizational boundaries, products and services and interested parties.

**Insert Your Company** is able to exert authority at all levels and has the authority and influence over our activities, as they relate to our products and services. The functional and organizational boundaries, diverse geographical locations (where applicable) and the level of control and influence are defined below:

Physical Boundary	Functional Boundary	Organizational Boundary	Authority to Control or Influence

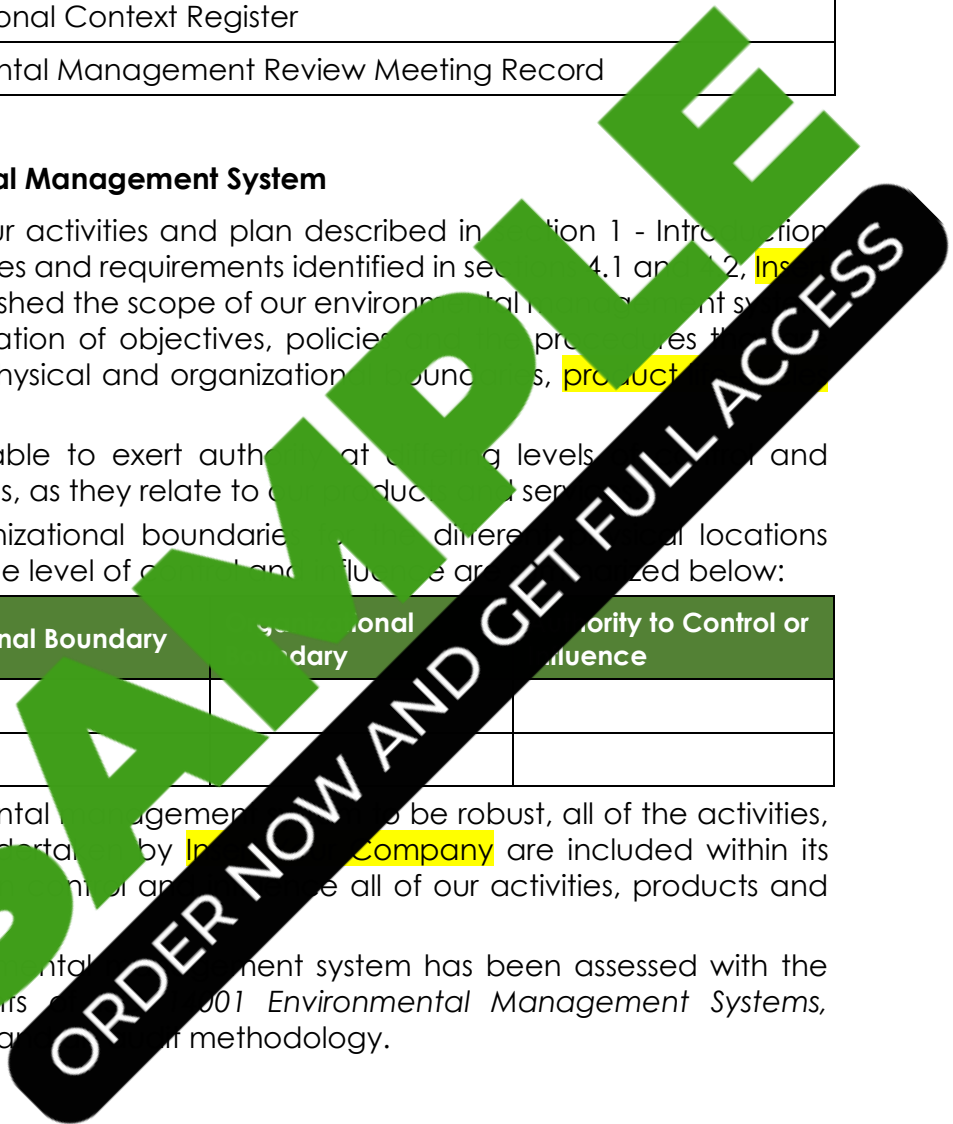
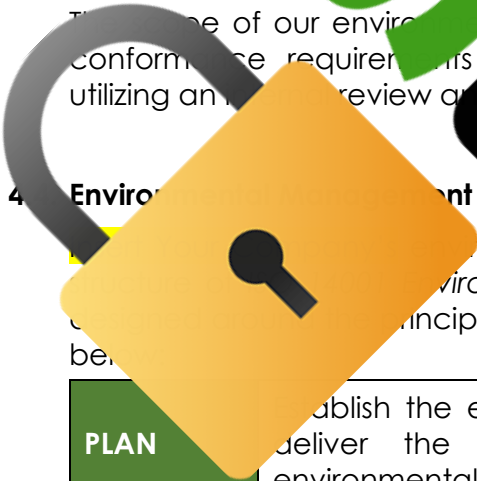
In order for our environmental management system to be robust, all of the activities, products and services undertaken by **Insert Your Company** are included within its scope. In this way we have control and influence over all of our activities, products and services.

The scope of our environmental management system has been assessed with the performance requirements of **ISO 14001 Environmental Management Systems**, utilizing an annual review and risk assessment methodology.

**4. Environmental Management System and its Processes**

The environmental management system follows the layout and structure of **ISO 14001 Environmental Management Systems**, and its processes are based on 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 operating criteria and report on the results.
<b>ACT</b>	Take actions to continually improve environmental performance to achieve the intended outcomes.

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 environmental management manual, procedures, forms and other internal and external documents needed to manage environmental compliance.

Also refer to section 12, Environmental Management Process Flowchart which shows the processes and the interactions that allow **Insert Your Company** to establish, implement, maintain and continually improve its environmental management system.



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

This environmental management manual also forms part of the strategy to establish, document and communicate our policy, processes objectives and their interactions, whilst satisfying the requirements of *ISO 14001 Environmental Management Systems*.

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

- Manufacturers and suppliers.
- Internal and external issues.
- Materials, resources and energy usage.
- Waste and emissions generation.
- Design, operation, production and logistics processes.
- Activities, products, and services.
- Customers and end-users.

Add or 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 that may affect the intended outcome of our environmental management system. Also, to meet the requirements of ISO 14001, Insert Your Company shall determine the changes in which we operate (refer to standard clauses 4.1 and 4.2) and parties (refer to standard clause 4.3).

Related to:



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ID	Forms and Documents
E-MF-0	Strategic Objectives and Direction
E-MF-1	Organizational Context Register
E-MF-3	Environmental Management Review Meeting Record

## 5. LEADERSHIP

### 5.1. Leadership and Commitment

Senior management provides positive leadership for implementing and maintaining our environmental management system, including the development and deployment of our business strategies, policies, objectives, targets and plans.

Senior management also provides accountability and governance to all our activities that are related to the life cycle of our processes, including defining the appropriate responsibilities, authorities and methods of communication to ensure safe and effective performance.