



**ISO 14001**

**ENVIRONMENTAL  
MANAGEMENT MANUAL**



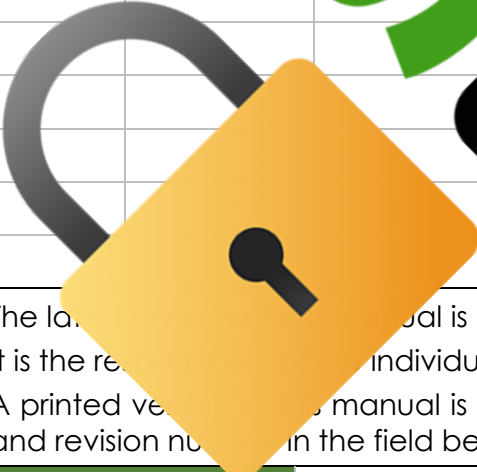
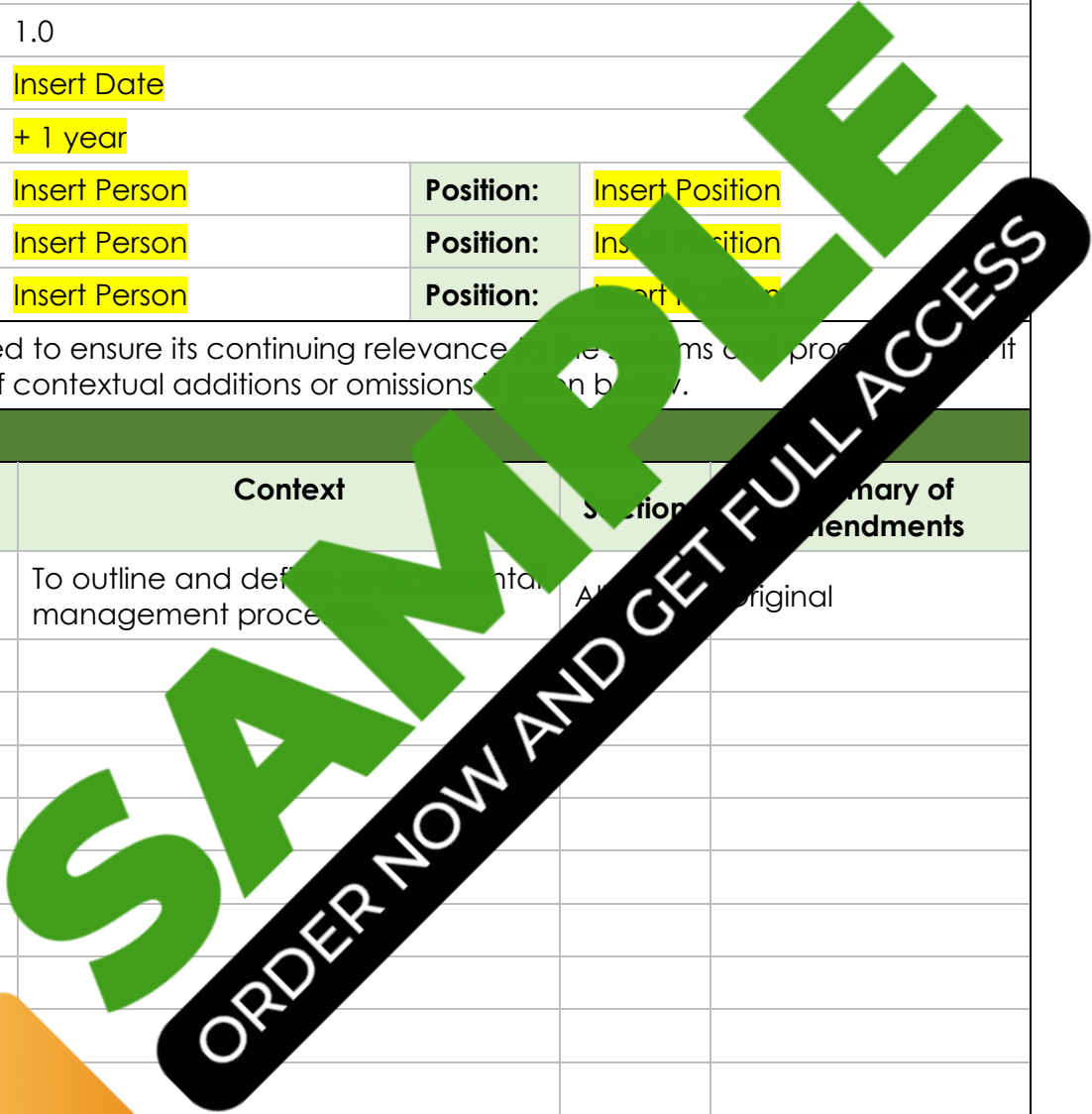
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# DOCUMENT CONTROL

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		
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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 the systems and processes it describes. A record of contextual additions or omissions shall be maintained.			
Amendment Record			
Version	Date	Context	Summary of Amendments
1.0	Insert Date	To outline and define environmental management procedures.	Approved 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 adverse environmental impacts.
- Fulfilling environmental compliance obligations by mitigating any potential adverse effects of environmental conditions.
- Attaining environmental objectives by controlling how any environmental 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 to review 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. Environmental Policy

Insert Your Company's e.g. stable, professional corporate business with family values. Our primary business objectives is to provide an environmentally friendly service that sets a benchmark for the industry in insert your location with the intention of being a 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 to guide 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 Management System - Guide to Achieve Sustained Success.
- ISO 14004 Environmental Management System - General Principles and 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 appropriate.

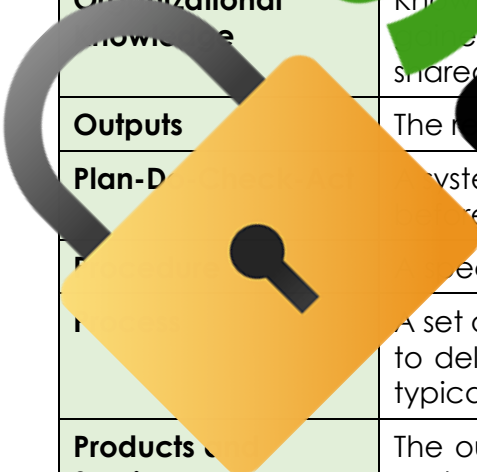
### Terms and Definitions

Term	Definition
<b>Audit</b>	A systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluating it against the standards to determine the extent of compliance.
<b>Audit Evidence</b>	Documentation, statements and records; may also include physical items.
<b>Corrective Action</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 or finance that are put into a system to see a desired output.
<b>Interested Parties</b>	Stakeholders who receive our products and services, and who may be impacted by the way our company operates, or who otherwise have a significant interest in (or to) <b>Insert Your Company</b> .
<b>Life Cycle</b>	Consecutive and interlinked stages of a product or service system from raw material extraction, through production from natural resources, to 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 by an audit or other means for review.
<b>Objective</b>	The result of an activity that <b>Insert Your Company</b> objectives must be SMART: Specific, Measurable, Achievable, Realistic, Timely.
<b>Opportunity</b>	A chance to improve performance or reduce uncertainty.
<b>Organizational Knowledge</b>	Knowledge acquired by <b>Insert Your Company</b> . It is generally used by the organization and is information that is used and shared for the benefit of objectives.
<b>Outputs</b>	The results of a process.
<b>Plan-Do-Check-Act (PDCA) Cycle</b>	A system to ensure that all actions are planned and checked before the action takes place.
<b>Procedure</b>	A specified way to conduct 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 &amp; 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 of a range of unwanted outcomes.
<b>Risk Mitigation</b>	A plan developed with the intent of addressing and reducing possible risks and preventing their occurrence.
<b>Stakeholder</b>	A person or group of people that has an interest in or is impacted by <b>Insert Your Company</b> policies or processes. Stakeholders may participate in or 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 that need to be met to achieve objectives.
<b>Uncertainty</b>	A deficiency in information needed to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with potential uncertainty.)
<b>Uncontrolled Document</b>	An information copy or document for which no attempt is made to update or control its distribution.
<b>Worker</b>	An employee, contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labor-hire company who has been assigned to work, an apprentice trainee or a student gaining work experience. May also be referred to as 'personnel.'

For further 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 position in the market and understanding how relevant factors arising from internal and external issues influence 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:

Internal	External

Specific issues related to the context of our organization include climate change, air quality, water quality, land use, natural resource availability, etc., as necessary.

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

- Aspect and impacts register.
- **Business plans, strategy documents**, and 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** has decided to comply with, these may either be contractual or voluntary environmental commitments.

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

**Insert Your Company** maintains an Interested Party Register (see E-MF-1 – Organizational Context Register) that lists relevant interested parties to their corresponding needs and expectations, and indicates which of these has a compliance obligation.

Such needs and expectations, whether they are contractual or otherwise, are critical to the success of our environmental management system. Examples of these are shown in the table below:

Interested Parties	Requirements	EMS Critical	Compliance Obligation

These requirements are typically used to inform and develop the following elements of the environmental management system (and our environmental direction):

- Section 6.1.1. Scope of The Environmental Management System
- Section 6.1.2. 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
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 description, technical controls and the analysis of the issues and requirements identified in regulations and standards, **Your Company** has established the scope of our environmental management system to enable the implementation of objectives, policies and the procedures that are relevant to our context, physical and organizational boundaries, life-cycles and interested parties.

**Insert Your Company** is able to exert authority, control and influence over our activities, as they are products and services.

The functional and organizational boundaries for the physical locations (where applicable) and the level of control and influence is summarized below:

Physical Boundary	Functional Boundary	Organizational Boundary	Authority to Control or Influence

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 can influence our products, products and services.

The scope of the environmental management system has been assessed with the conformity requirements of ISO 14001 Environmental Management Systems, utilizing a risk review and audit methodology.

**4.4. 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 designed in line with 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.
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<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.

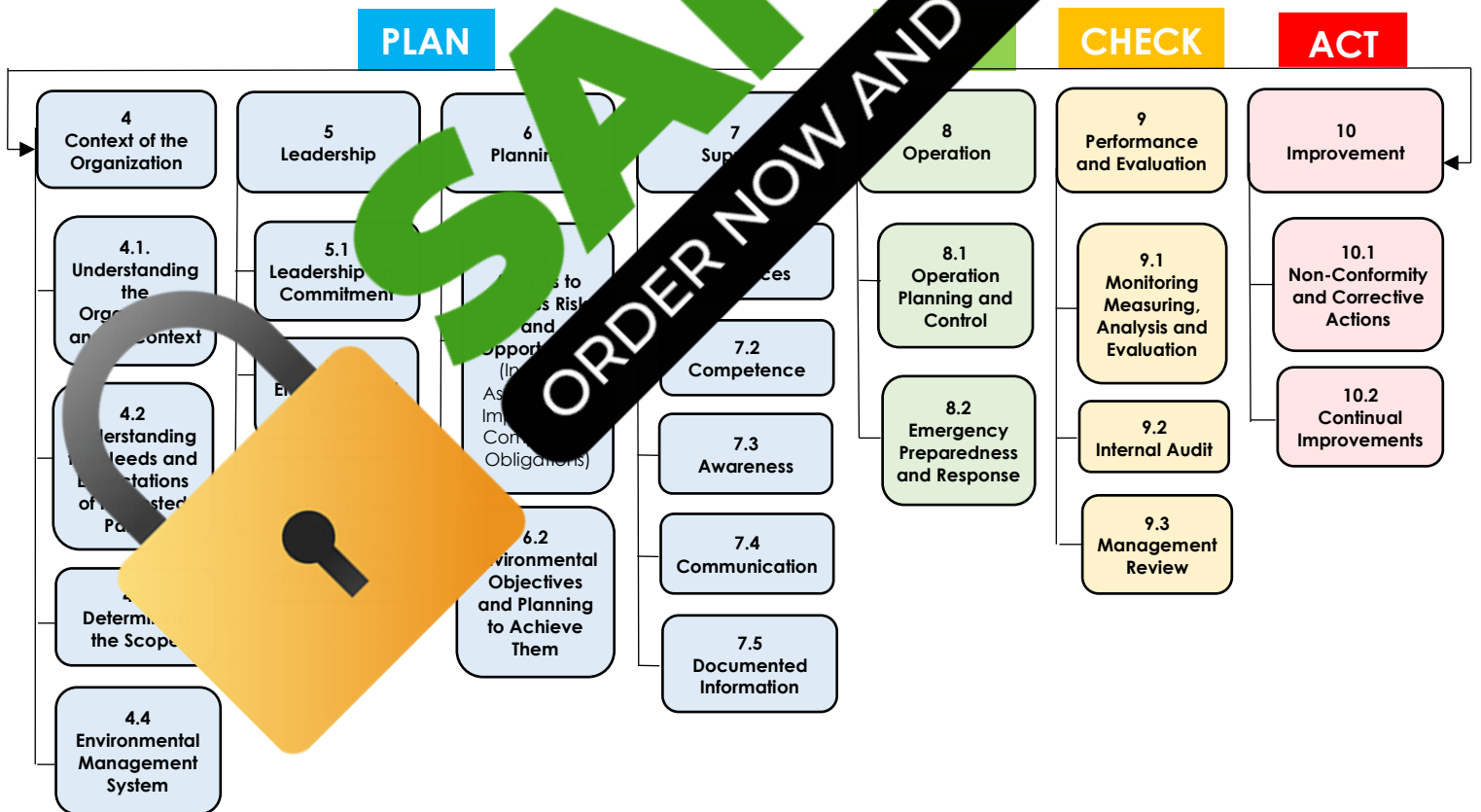
The environmental management system is designed as an interrelated number of processes. The main processes of the system are grouped into the categories shown below with further process details provided in the **Plan-Do-Check-Act** chart.

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

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

Also refer to section 12, Environmental Management System Process Map, which shows the processes and the interactions that will ensure our organization to establish, implement, maintain and continually improve its environmental management system.

Plan-Do-Check-Act Process Map



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 system is designed to determine the environmental aspects of the intended environmental management system, the requirements of interested parties (refer to section 4.1) and the changing needs and expectations of interested parties (refer to section 4.2).



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## Related Procedures, Forms and Documents

ID	Procedures
E-MP-1	Context of the Organization
E-MP-3	Management of Risks and Opportunities
E-MP-6	Environmental Aspects and Impacts
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