

Insert your company's name or logo, and address.

ISO 14001:2015

EMS Manual

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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.

Your organization is able to exert authority and differing levels of control and influence over our activities, as they relate to our products and services, as performed at our facilities. The functional and organizational boundaries for the different physical locations (where applicable) and the level of control and influence are summarised below:

Physical Boundary	Functional Boundary	Organizational Boundary	Authority to Control or Influence
Our facilities at the following address:	All activities performed and managed by our organization which result in product or service outputs	Complete organizational control over current activities	We have a high degree of authority in order to control or influence related processes
External process performed by 3 rd parties	Undertaking process as per our specifications	Purchasing and contractual controls	3 rd Parties are controlled and influenced through contractual mechanisms

In order for our EMS to be robust, all the activities, products and services undertaken by your organization are included within the scope of the EMS. In this way, we are able to control and influence our activities, products and services.

The scope of this document describes our EMS, delineates authorities, inter-relationships and responsibilities of process owners and personnel that operate within management system and the sequence and interaction of our processes. Conformance to ISO 14001:2015 has been verified utilizing a formal assessment and review process undertaken by <insert the name of your Registrar>.

Although we recognize that ISO 14001:2015 does not require a formal manual, we have decided to retain and update our EMS manual, as our employees, customers, suppliers and other stakeholders perceive it to add value to our operations.

4.4 Management System Processes

Your organization's EMS and its processes are designed around the principle of continual improvement and adoption of the process approach methodology, using the Plan, Do, Check and Act cycle. The EMS manual generally follows the layout and high-level structure of ISO 14001:2015.

In order to achieve our intended outcomes, your organization has implemented an environmental management system; based upon sound management principles, which is integrated with the key day-to-day management activities that our organization undertakes. It also exists as part of a larger strategy to establish, document and communicate our processes, their interactions, our policies and objectives; whilst satisfying the requirements of ISO 14001:2015. EMS processes are defined to address:

1. Supplier, manufacturer, internal and external issues;
2. Material, resource and energy usage;
3. Waste and emissions generation;
4. Design, operation, production and logistics;
5. Activities, products, and services;
6. Customers and end-users.

An environmental review is conducted every 3 years ahead of re-certification to determine any changes to our organization which may affect the intended outcomes of our EMS. In addition, to meet the requirements of ISO14001:2015, your organization also determines any changes to our internal and external context in

which we operate (Refer to Section 4.1) and the changing needs and expectations of interested parties (Refer to Section 4.2).

Process controls are defined by tools and documents, such as; documented procedures, process maps, flow diagrams, matrices, schedules, and charts, etc. Refer to the EMS Process Map located in Appendix A.2 that shows the processes and the interactions that allow our organization to establish, implement, maintain and continually improve our management system.

The effectiveness and integration of the each process and its subsequent output is measured and evaluated through regular internal audits, inspections and data analysis. The monitoring of key performance indicators (KPIs) which are linked to our objectives are used to measure and communicate process performance. This approach allows Top management to regularly review the EMS to ensure its ongoing integration with in the business.

As part of the decision making process, we use trends and statistical data related to non-conformities, environmental aspects, obligations, targets, objectives and corrective actions, as well as, monitoring and measurement results, audit results and compliance data, to ensure that objective, and responsible management decisions are made.

Appendices

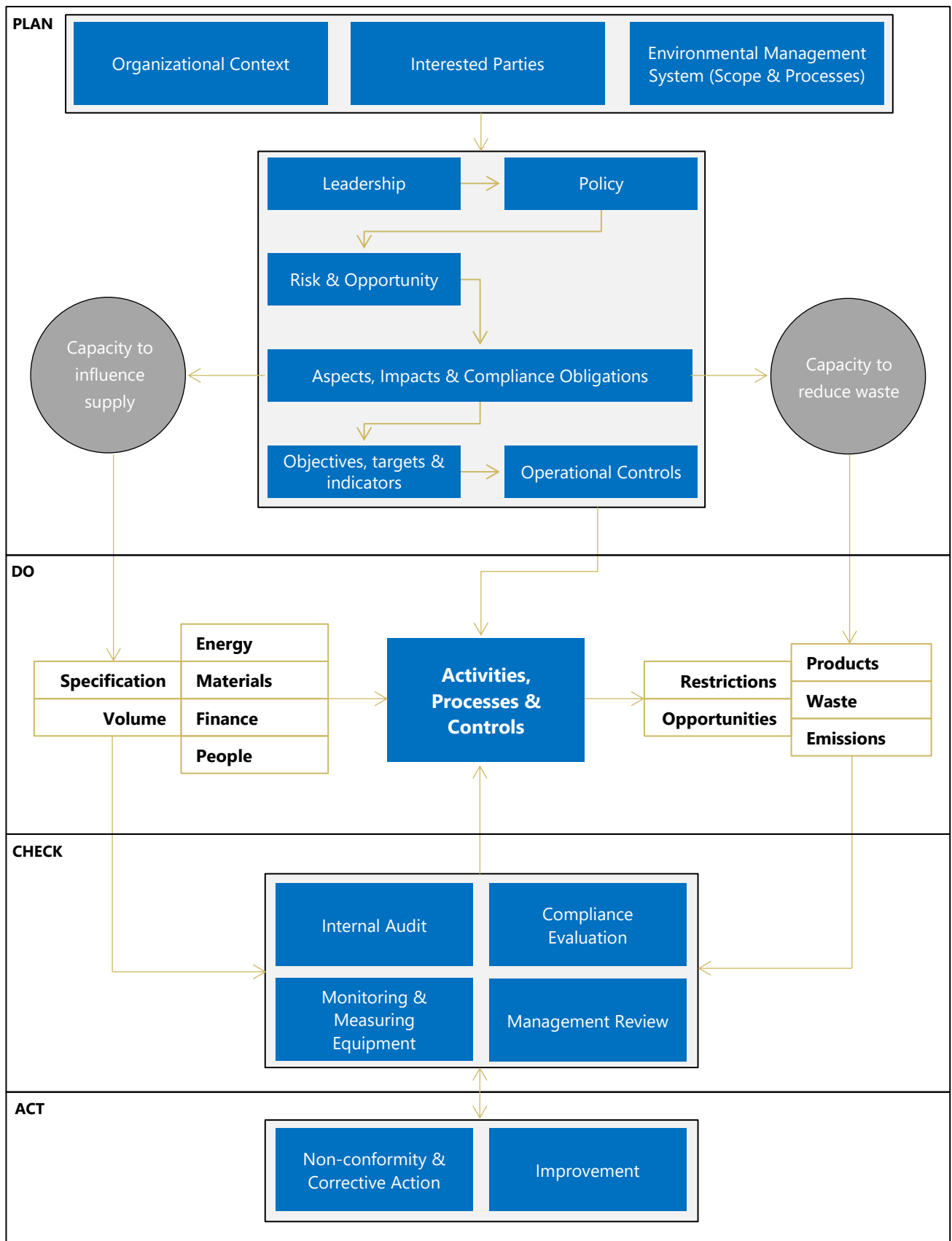
A.1 Correlation Matrix

This section provides a matrix to correlate the requirements of ISO 14001:2015 against the relevant sections in this document and should be used to determine where the new and amended clauses are located.

ISO 14001:2015		This Document	
4	Context of the Organization	4	About our Organization
4.1	Understanding the Organization and its Context	4.1	Organizational Context
4.2	Understanding the Needs and Expectations of Interested Parties	4.2	Relevant Interested Parties
4.3	Determining the Scope of the EMS	4.3	Management System Scope
4.4	Environmental Management System	4.4	Management System Processes
5	Leadership	5	Leadership & Governance
5.1	Leadership and Commitment	5.1	Leadership and Commitment
5.2	Environmental Policy	5.2	Environmental Policy
5.3	Organizational Roles, Responsibilities & Authorities	5.3	Roles, Responsibilities & Authorities
6	Planning	6	Management System Planning
6.1	Actions to Address Risks & Opportunities	6.1	Addressing Risk & Opportunities
6.1.1	General	6.1.1	General
6.1.2	Environmental Aspects	6.1.2	Environmental Aspects
6.1.3	Compliance Obligations	6.1.3	Compliance Obligations
6.1.4	Planning Action	6.1.4	Planning Action
6.2	Environmental Objectives & Plans to Achieve Them	6.2	EMS Objectives
6.2.1	Environmental Objectives	6.2.1	Environmental Objectives
6.2.2	Planning Actions to Achieve Environmental Objectives	6.2.2	Planning Actions to Achieve Environmental Objectives
7	Support	7	Support
7.1	Resources	7.1	Resources
7.2	Competence	7.2	Competence
7.3	Awareness	7.3	Awareness
7.4	Communication	7.4	Communication
7.4.1	General	7.4.1	General
7.4.2	Internal Communication	7.4.2	Internal Communication
7.4.3	External Communication	7.4.3	External Communication
7.5	Documented Information	7.5	Documented Information
7.5.1	General	7.5.1	General
7.5.2	Creating and Updating	7.5.2	Creating and Updating
7.5.3	Control of Documented Information	7.5.3	Control of Documented Information
8	Operation	8	Operation
8.1	Operational Planning and Control	8.1	Operational Planning & Control
8.2	Emergency Preparedness and Response	8.2	Environmental Emergency Situations
9	Performance Evaluation	9	Performance Evaluation
9.1	Monitoring, Measurement, Analysis & Evaluation	9.1	Monitoring, Measurement, Analysis & Evaluation

ISO 14001:2015		This Document	
9.1.1	General	9.1.1	General
9.1.2	Evaluation of Compliance	9.1.2	Evaluation of Compliance
9.2	Internal Audit	9.2	Internal Audit
9.2.1	General	9.2.1	General
9.2.2	Internal Audit Programme	9.2.2	Internal Audit Programme
9.3	Management Review	9.3	Management Review
9.3.1	General	9.3.1	General
9.3.2	Management Review Inputs	9.3.2	Inputs
9.3.3	Management Review Outputs	9.3.3	Outputs
10	Improvement	10	Improvement
10.1	General	10.1	General
10.2	Non-Conformity and Corrective Action	10.2	Non-Conformity and Corrective Action
10.3	Continual Improvement	10.3	Continual Improvement

A.2 EMS Process Map



Insert your company's name or logo.

A.3 Organization Chart

<Insert your organization chart here>