



**ENVIRONMENTAL MANAGEMENT SYSTEM
(IN COMPLIANCE WITH ISO14001:2015)**

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1. Environmental Management System Contents

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SCOPE OF THE ENVIRONMENTAL MANAGEMENT SYSTEM

REFERENCE

ISO14001:2015 Standard Clause 1 Scope of the Environmental Management System

PURPOSE

Achieving a balance between the environment, society and the economy is considered essential to meet the needs of the present without compromising the ability of future generations to meet their needs.

SCOPE

Sustainable development as a goal is achieved by balancing the three pillars of sustainability.

1.1 Aim of our environmental management system

Iceland Manufacturing Limited (IML) is implementing an environmental management system with the aim of contributing to the environmental pillar of sustainability.

The ISO14001:2015 standard provides IML with a framework to protect the environment and respond to changing environmental conditions in balance with socioeconomic needs. It specifies requirements that enable an organization to achieve the intended outcomes it sets for its environmental management system.

IML believes that a systematic approach to environmental management can provide its top management with information to build success over the long term and create options for contributing to sustainable development by:

- protecting the environment by preventing or mitigating adverse environmental impacts
- mitigating the potential adverse effect of environmental conditions on the organization
- assisting the organization in the fulfilment of compliance obligations
- enhancing environmental performance
- controlling or influencing the way the organization's products and services are designed, manufactured, distributed, consumed and disposed by using a life cycle perspective that can prevent environmental impacts from being unintentionally shifted elsewhere within the life cycle
- achieving financial and operational benefits that can result from implementing environmentally sound alternatives that strengthen the organization's market position, and
- communicating environmental information to relevant interested parties.

1.2 Plan-Do-Check-Act (PDCA) Model

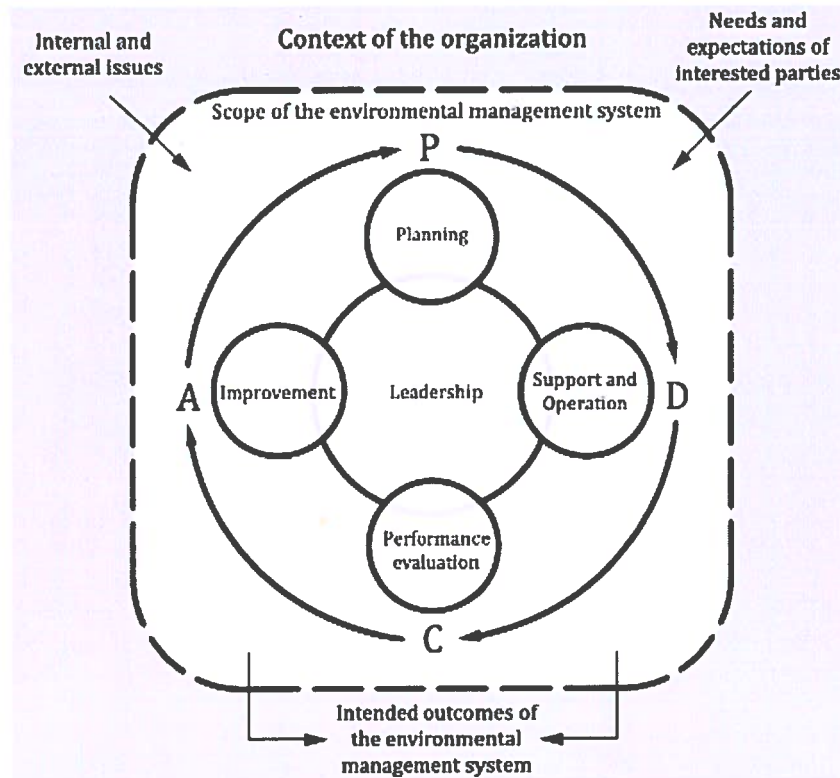
The basis for the approach underlying the environmental management system is founded on the concept of Plan-Do-Check-Act (PDCA).

The PDCA model provides an iterative process used by IML to achieve continual improvement.

It is being applied to our environmental management system and to each of its individual elements.

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The PDCA concept is briefly described as follows:

- Plan** : Establish environmental objectives and processes necessary to deliver results in accordance with the organisation’s environmental policy.
- Do** : Implement the processes as planned.
- Check** : Monitor and measure processes against the environmental policy, including its commitments, environmental objectives and operating criteria and report the results.
- Act** : Take actions to continually improve.

2. Normative References

There are no normative references in ISO14001:2015

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GLOSSARY OF ENVIRONMENTAL MANAGEMENT TERMS

REFERENCE: ISO14001:2015 Standard - Section 3: Terms and definitions

3.1 Terms related to Organisation and Leadership

ISO REF	Term	Definition and Explanation
3.1.1	Management System	<p>Set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve those objectives.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. A management system can address a single discipline or several disciplines (e.g. quality, environment, occupational health and safety, energy, financial management). 2. The system elements include the organisation's structure, roles and responsibilities, planning and operation, performance evaluation and improvement. 3. The scope of a management system can include the whole of the organisation, specific and identified functions of the organisation, specific and identified sections of the organisation, or one or more functions across a group of organisations.
3.1.2	Environmental Management System	Part of the management system used to manage environmental aspects, fulfil compliance obligations, and address risks and opportunities.
3.1.3	Environmental Policy	Intentions and direction of an organization related to environmental performance, as formally expressed by its top management.
3.1.4	Organisation	<p>Person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. The concept of organisation includes, but is not limited to sole trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.
3.1.5	Top Management	<p>Person or group of people who directs and controls an organization at the highest level.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. Top management has the power to delegate authority and provide resources within the organisation. 2. If the scope of the management system covers only part of an organisation, then top management refers to those who direct and control that part of the organisation.
3.1.6	Interested Party	<p>Person or organisation that can affect, be affected by, or perceive itself to be affected by a decision or activity.</p> <p>EXAMPLE: Customers, communities, suppliers, regulators, non-governmental organisation's, investors and employees.</p> <p><u>Note(s):</u></p>

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1. To "perceive itself to be affected" means the perception has been made known to the organisation.

3.2 Terms related to Planning

ISO REF	Term	Definition and Explanation
3.2.1	Environment	<p>Surroundings in which an organisation operates, including air, water, land, natural resources, flora, fauna, humans and their interrelationships.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. Surroundings can extend from within an organisation to the local, regional and global system. 2. Surroundings can be described in terms of biodiversity, ecosystems, climate or other characteristics.
3.2.2	Environmental Aspect	<p>Element of an organisation's activities or products or services that interacts or can interact with the environment.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. An environmental aspect can cause (an) environmental impact(s). A significant environmental aspect is one that has or can have one or more significant environmental impact(s). 2. Significant environmental aspects are determined by the organisation applying one or more criteria.
3.2.3	Environmental Condition	State or characteristic of the environment as determined at a certain point in time.
3.2.4	Environmental Impact	Change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation's environmental aspects.
3.2.5	Objective	<p>Result to be achieved.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. An objective can be strategic, tactical, or operational. 2. Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels (such as strategic, organisation-wide, project, product, service and process). 3. An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as an environmental objective, or by the use of other words with similar meaning (e.g. aim, goal, or target).
3.2.6	Environmental Objective	Objective set by the organisation consistent with its environmental policy.

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3.2.7	Prevention of Pollution	<p>Use of processes, practices, techniques, materials, products, services or energy to avoid, reduce or control (separately or in combination) the creation, emission or discharge of any type of pollutant or waste, in order to reduce adverse environmental impacts.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. Prevention of pollution can include source reduction or elimination; process, product or service changes; efficient use of resources; material and energy substitution; reuse; recovery; recycling, reclamation; or treatment.
3.2.8	Requirement	<p>Need or expectation that is stated, generally implied or obligatory.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. "Generally implied" means that it is custom or common practice for the organisation and interested parties that the need or expectation under consideration is implied. 2. A specified requirement is one that is stated, for example in documented information. 3. Requirements other than legal requirements become obligatory when the organisation decides to comply with them.
3.2.9	<p>Compliance Obligations (preferred term)</p> <p>Legal requirements and other requirements (admitted term)</p>	<p>Legal requirements that an organisation has to comply with and other requirements that an organisation has to or chooses to comply with.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. Compliance obligations are related to the environmental management system. 2. Compliance obligations can arise from mandatory requirements, such as applicable laws and regulations, or voluntary commitments, such as organisational and industry standards, contractual relationships, codes of practice and agreements with community groups or non-governmental organizations.
3.2.10	Risk	<p>Effect of uncertainty.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. An effect is a deviation from the expected - positive or negative. 2. Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of, an event, its consequence, or likelihood. 3. Risk is often characterised by reference to potential "events" (as defined in ISO Guide 73:2009, 3.5.1.3) and "consequences" (as defined in ISO Guide 73:2009, 3.6.1.3), or a combination of these. 4. Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated "likelihood" (as defined in ISO Guide 73:2009, 3.6.1.1) of occurrence.
3.2.11	Risks and Opportunities	<p>Potential adverse effects (threats) and potential beneficial effects (opportunities).</p>

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3.3 Terms related to Support and Operation

ISO REF	Term	Definition and Explanation
3.3.1	Competence	Ability to apply knowledge and skills to achieve intended results.
3.3.2	Documented Information	Information required to be controlled and maintained by an organisation and the medium on which it is contained. <u>Note(s):</u> 1. Documented information can be in any format and media, and from any source. 2. Documented information can refer to: - the environmental management system, including related processes; - information created in order for the organization to operate (can be referred to as documentation); - evidence of results achieved (can be referred to as records).
3.3.3	Life Cycle	Consecutive and inter-linked stages of a product (or service) system, from raw material acquisition or generation from natural resources to final disposal. <u>Note(s):</u> 1. The life cycle stages include acquisition of raw materials, design, production, transportation / delivery, use, end-of-life treatment and final disposal.
3.3.4	Outsource (verb)	Make an arrangement where an external organisation performs part of an organization's function or process. <u>Note(s):</u> 1. An external organisation is outside the scope of the management system, although the outsourced function or process is within the scope.
3.3.5	Process	Set of interrelated or interacting activities which transforms inputs into outputs. <u>Note(s):</u> 1. A process can be documented or not.

3.4 Terms related to Performance Evaluation and Improvement

ISO REF	Term	Definition and Explanation
3.4.1	Audit	Systematic, independent and documented process for obtaining audit evidence and

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		<p>evaluating it objectively to determine the extent to which the audit criteria are fulfilled.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. An internal audit is conducted by the organisation itself, or by an external party on its behalf. 2. An audit can be a combined audit (combining two or more disciplines). 3. Independence can be demonstrated by the freedom from responsibility for the activity being audited or freedom from bias and conflict of interest. 4. "Audit evidence" consists of records, statements of fact or other information which are relevant to the audit criteria and are verifiable; and "audit criteria" are the set of policies, procedures or requirements used as a reference against which audit evidence is compared, as defined in ISO 19011:2011, 3.3 and 3.2 respectively.
3.4.2	Conformity	Fulfilment of a requirement.
3.4.3	Nonconformity	<p>Non-fulfilment of a requirement.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. Nonconformity relates to requirements in this International Standard and additional environmental management system requirements that an organisation establishes for itself.
3.4.4	Corrective Action	<p>Action to eliminate the cause of a nonconformity and to prevent recurrence.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. There can be more than one cause for a nonconformity.
3.4.5	Continual Improvement	<p>Recurring activity to enhance performance.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. Enhancing performance relates to the use of the environmental management system to enhance environmental performance consistent with the organisation's environmental policy. 2. The activity need not take place in all areas simultaneously, or without interruption.
3.4.6	Effectiveness	Extent to which planned activities are realised and planned results achieved.
3.4.7	Indicator	Measurable representation of the condition or status of operations, management or conditions.
3.4.8	Monitoring	<p>Determining the status of a system, a process or an activity.</p> <p><u>Note(s):</u></p> <ol style="list-style-type: none"> 1. To determine the status, there might be a need to check, supervise or critically observe.

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3.4.9	Measurement	Process to determine a value.
3.4.10	Performance	Measurable result. <u>Note(s):</u> 1. Performance can relate either to quantitative or qualitative findings. 2. Performance can relate to the management of activities, processes, products (including services), systems or organisation's.
3.4.11	Environmental Performance	Performance related to the management of environmental aspects. <u>Note(s):</u> 1. For an environmental management system, results can be measured against the organisation's environmental policy, environmental objectives or other criteria, using indicators.

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REFERENCES:

- ISO14001:2015 Standard - Clauses 4.1 Understanding the organisation and its context
4.2 Understanding the needs and expectations of interested parties
4.3 Determining the scope of the environmental management system
4.4 Environmental management system

Understanding Iceland Manufacturing Limited (IML) and its context

Iceland Manufacturing Limited (IML) has signed up with Legislation Update Services (new ground LUS), a unique database and profile system with bespoke legal registers for our environmental responsibilities on site. This is an on-going system that is achieved through EMS Planning, EMS Audits and Management Review, to determine external and internal issues that are relevant to our purpose and that affect its ability to achieve the intended outcomes of our environmental management system.

Such issues include environmental conditions being affected by or capable of affecting IML.

The environmental context could change over time. Therefore, IML will monitor and review information about these external and internal issues on an on-going basis, and, the necessary changes are affected in the EMS as required.

Understanding the needs and expectations of interested parties

IML has an ongoing system to determine...

- a) the interested parties that are relevant to the environmental management system
- b) the relevant needs and expectations (i.e. requirements) of these interested parties, and
- c) which of these needs and expectations become its compliance obligations.

These needs and expectations could change over time. Therefore, IML monitors and reviews information about these interested parties and their relevant requirements on an on-going basis, and, the necessary changes are affected in the EMS as required.

Determining the scope of the environmental management system

IML has determined the boundaries and applicability of the environmental management system to establish its scope.

When determining this scope, IML has considered ...

- a) the external and internal issues referred to in 4.1 of the ISO14001:2015 standard
- b) the compliance obligations referred to in 4.2 of the ISO14001:2015 standard
- c) its organisational units, functions and physical boundaries
- d) its activities, products and services, and
- e) its authority and ability to exercise control and influence.

After defining the scope, all activities, products and services of IML within that scope have been included in the environmental management system.

The scope of IML's environmental management system is made freely available and is maintained as documented information.

Please refer to ENV MAN 02 Scope of the Environmental Management System & PDCA Model

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ENVIRONMENTAL CONTEXT

Environmental Management System

To achieve the intended outcomes, including enhancing its environmental performance, IML has already established, implemented, maintaining and continually improving the environmental management system, including the processes needed and their interactions, in accordance with the requirements of the ISO14001:2015 standard.

IML takes into consideration, the knowledge gained (while trying to understand the organisation and its environmental context, and, the needs and expectations of interested parties) when establishing and maintaining the environmental management system.

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Reference

ISO14001:2015 Standard – Clause 5 Leadership

5. Leadership

5.1 Leadership and commitment

The Executive Management Team shall demonstrate leadership and commitment with respect to the Environmental Management System (EMS) by:

- a) Taking accountability for the effectiveness of the EMS;
- b) Ensuring that the environmental policy and environmental objectives are established and are compatible with the strategic direction and the context of Iceland Manufacturing Limited (IML);
- c) Ensuring the integration of the EMS requirements into IML's business processes;
- d) Ensuring that the resources needed for the EMS are available;
- e) Communicating the importance of effective EMS and of conforming to EMS requirements;
- f) Ensuring that the EMS achieves its intended outcomes;
- g) Directing and supporting persons to contribute to the effectiveness of the EMS;
- h) Promoting continual improvement;
- i) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

NOTE Reference to "business" in the International Standard can be interpreted broadly to mean those activities that are core to the purposes of the organisations existence.

5.2 Environmental Policy

The Executive Management Team shall establish, implement and maintain an environmental policy that, within the defined scope of its EMS:

- a) Is appropriate to the purpose and context of IML, including the nature, scale and environmental impacts of its activities, products and services;
- b) Provides a framework for setting environmental objectives;
- c) Includes a commitment to the protection of the environment, including prevention of pollution and other specific commitment(s) relevant to the context of IML;
- d) Includes a commitment to fulfil its compliance obligations;
- e) Includes a commitment to continual improvement of the EMS to enhance environmental performance

NOTE Other specific commitment(s) to protect the environment can include sustainable resource use, climate change mitigation and adaptation, and protection of biodiversity and ecosystems.

The environmental policy shall:

- Be maintained s documented information;
- Be communicated within IML
- Be available to interested parties.

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LEADERSHIP

5.3 Organisational Roles, Responsibilities and Authorities

The Executive Management Team shall ensure that the responsibilities and authorities for relevant roles are assigned and communicated within IML

The Executive Management Team shall assign the responsibility and authority for:

- a) Ensuring that the EMS conforms to the requirements of this International Standard;
- b) Reporting on the performance of the EMS, including environmental performance, to the Executive Management Team.

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REFERENCE

ISO14001:2015 Standard – Clause 6

6 Planning

6.1 Actions to address risks and opportunities

6.1.1 General

IML shall establish, implement and maintain the process(es) needed to meet the requirements in clause(s) 6.1.1 to 6.1.4.

When planning for the environmental management system (EMS), Iceland Manufacturing Limited (IML) shall consider:

- a) the issues referred to in clause 4.1;
- b) the requirements referred to in clause 4.2;
- c) the scope of its EMS;

and determine the risks and opportunities, related to its environmental aspects (see clause 6.1.2), compliance obligations (see clause 6.1.3) and other issues and requirements, identified in clause 4.1 and clause 4.2, that need to be addressed to:

- give assurance that the environmental management system can achieve its intended outcomes;
- prevent or reduce undesired effects, including the potential for external environmental conditions to affect IML;
- achieve continual improvement.

Within the scope of the EMS, IML shall determine potential emergency situations, including those that can have an environmental impact.

The organisation shall maintain documented information of its:

- risks and opportunities that need to be addressed;
- process(es) needed in Clause(s) 6.1.1 to 6.1.4, to the extent necessary to have confidence they are carried out as planned.

6.1.2 Environmental aspects

Within the defined scope of the EMS, IML shall determine the environmental aspects of its activities, products and services that it can control and those that it can influence, and their associated environmental impacts, considering a life cycle perspective.

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PLANNING

When determining environmental aspects, IML shall take into account:

- a) change, including planned or new developments, and new or modified activities, products and services;
- b) abnormal conditions and reasonably foreseeable emergency situations.

IML shall determine those aspects that have or can have a significant environmental impact, i.e. significant environmental aspects, by using established criteria.

IML shall communicate its significant environmental aspects among the various levels and functions of its organisation, as appropriate.

IML shall maintain documented information of its:

- environmental aspects and associated environmental impacts;
- criteria used to determine its significant environmental aspects;
- significant environmental aspects.

NOTE Significant environmental aspects can result in risks and opportunities associated with either adverse environmental impacts (threats) or beneficial environmental impacts (opportunities).

6.1.3 Compliance obligations

IML shall:

- a) determine and have access to the compliance obligations related to its environmental aspects;
- b) determine how these compliance obligations apply to IML;
- c) take these compliance obligations into account when establishing, implementing, maintaining and continually improving its environmental management system.

IML shall maintain documented information of its compliance obligations.

NOTE Compliance obligations can result in risks and opportunities to the organisation.

6.1.4 Planning action

IML shall plan:

- a) to take actions to address its:
 - 1) significant environmental aspects;
 - 2) compliance obligations;
 - 3) risks and opportunities identified in 6.1.1;
- b) how to:
 - 1) integrate and implement the actions into its EMS processes (see 6.2, Clause 7, Clause 8 and 9.1), or other business processes;

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2) evaluate the effectiveness of these actions (see 9.1).

When planning these actions, the organisation shall consider its technological options and its financial, operational and business requirements.

6.2 Environmental objectives and planning to achieve them

6.2.1 Environmental objectives

IML shall establish environmental objectives at relevant functions and levels, taking into account the organisation’s significant environmental aspects and associated compliance obligations, and considering its risks and opportunities.

The environmental objectives shall be:

- a) consistent with the environmental policy;
- b) measurable (if practicable);
- c) monitored;
- d) communicated;
- e) updated as appropriate.

IML shall maintain documented information on the environmental objectives.

6.2.2 Planning actions to achieve environmental objectives

When planning how to achieve its environmental objectives, IML shall determine:

- a) what will be done;
- b) what resources will be required;
- c) who will be responsible;
- d) when it will be completed;
- e) how the results will be evaluated, including indicators for monitoring progress toward achievement of its measurable environmental objectives (see 9.1.1).

IML shall consider how actions to achieve its environmental objectives can be integrated into the organization’s business processes.

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ISO14001:2015 Standard – Clause 7

7 SUPPORT

7.1 Resources

Iceland Manufacturing Limited (IML) shall determine and provide the resources needed for our business, implementation, maintenance and continual improvement of the environmental management system.

7.2 Competence

IML shall:

- a) determine the necessary competence of person(s) doing work under its control that affects its environmental performance and its ability to fulfil its compliance obligations;
- b) ensure that these persons are competent on the basis of appropriate education, training or experience;
- c) determine training needs associated with its environmental aspects and its environmental management system;
- d) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken.

NOTE Applicable actions can include, for example, the provision of training to, the mentoring of, or the re-assignment of currently employed persons; or the hiring or contracting of competent persons.

IML shall retain appropriate documented information as evidence of competence.

7.3 Awareness

IML shall ensure that persons doing work under IML control are aware of:

- a) the environmental policy;
- b) the significant environmental aspects and related actual or potential environmental impacts associated with their work;
- c) their contribution to the effectiveness of the environmental management system, including the benefits of enhanced environmental performance;
- d) the implications of not conforming with the environmental management system requirements, including not fulfilling IML's compliance obligations.

7.4 Communication

7.4.1 General

IML shall establish, implement and maintain the process(es) needed for internal and external communications relevant to the environmental management system, including:

- a) on what it will communicate;
- b) when to communicate;
- c) with whom to communicate;
- d) how to communicate.

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When establishing its communication process(es), IML shall:

- take into account its compliance obligations;
- ensure that environmental information communicated is consistent with information generated within the environmental management system and is reliable.

IML shall respond to relevant communications on its environmental management system.

IML shall retain documented information as evidence of its communications, as appropriate.

7.4.2 Internal communication

IML shall:

- a) internally communicate information relevant to the environmental management system among the various levels and functions of IML, including changes to the environmental management system, as appropriate;
- b) ensure its communication process(es) enable(s) persons doing work under IML's control to contribute to continual improvement.

7.4.3 External communication

IML shall externally communicate information relevant to the environmental management system, as established by IML communication process(es) and as required by its compliance obligations.

7.5 Documented information

7.5.1 General

IML's environmental management system shall include:

- a) documented information required by this International Standard;
- b) documented information determined by IML as being necessary for the effectiveness of the environmental management system.

NOTE The extent of documented information for an environmental management system can differ from one organisation to another due to:

- the size of organisation and its type of activities, processes, products and services;
- the need to demonstrate fulfilment of its compliance obligations;
- the complexity of processes and their interactions;
- the competence of persons doing work under the organisation's control.

7.5.2 Creating and updating

When creating and updating documented information, IML shall ensure appropriate:

- a) identification and description (e.g. a title, date, author, or reference number);
- b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);

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c) review and approval for suitability and adequacy.

7.5.3 Control of documented information

Documented information required by the environmental management system and by this International Standard shall be controlled to ensure:

- a) it is available and suitable for use, where and when it is needed;
- b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

For the control of documented information, IML shall address the following activities as applicable:

- distribution, access, retrieval and use;
- storage and preservation, including preservation of legibility;
- control of changes (e.g. version control);
- retention and disposition.

Documented information of external origin determined by IML to be necessary for the planning and operation of the environmental management system shall be identified, as appropriate, and controlled.

NOTE Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.

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ISO14001:2015 Standard – Clause 8

8 Operation

8.1 Operational planning and control

IML shall establish, implement, control and maintain the processes needed to meet environmental management system requirements, and to implement the actions identified in [6.1](#) and [6.2](#), by:

- establishing operating criteria for the process(es);
- implementing control of the process(es), in accordance with the operating criteria.

NOTE Controls can include engineering controls and procedures. Controls can be implemented following a hierarchy (e.g. elimination, substitution, administrative) and can be used individually or in combination.

IML shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

IML shall ensure that outsourced processes are controlled or influenced. The type and extent of control or influence to be applied to the process(es) shall be defined within the environmental management system.

Consistent with a life cycle perspective, IML shall:

- a) establish controls, as appropriate, to ensure that its environmental requirement(s) is (are) addressed in the design and development process for the product or service, considering each life cycle stage;
- b) determine its environmental requirement(s) for the procurement of products and services, as appropriate;
- c) communicate its relevant environmental requirement(s) to external providers, including contractors;
- d) consider the need to provide information about potential significant environmental impacts associated with the transportation or delivery, use, end-of-life treatment and final disposal of its products and services.

IML shall maintain documented information to the extent necessary to have confidence that the processes have been carried out as planned.

8.2 Emergency preparedness and response

IML shall establish, implement and maintain the process(es) needed to prepare for and respond to potential emergency situations identified in [6.1.1](#).

IML shall:

- a) prepare to respond by planning actions to prevent or mitigate adverse environmental impacts from emergency situations;
- b) respond to actual emergency situations;
- c) take action to prevent or mitigate the consequences of emergency situations, appropriate to the magnitude of the emergency and the potential environmental impact;
- d) periodically test the planned response actions, where practicable;

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e) periodically review and revise the process(es) and planned response actions, in particular after the occurrence of emergency situations or tests;

f) provide relevant information and training related to emergency preparedness and response, as appropriate, to relevant interested parties, including persons working under its control.

IML shall maintain documented information to the extent necessary to have confidence that the process(es) is (are) carried out as planned.

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ISO14001:2015 Standard – Clause 9

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

IML shall monitor, measure, analyse and evaluate its environmental performance.

IML shall determine:

- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results;
- c) the criteria against which IML will evaluate its environmental performance, and appropriate indicators;
- d) when the monitoring and measuring shall be performed;
- e) when the results from monitoring and measurement shall be analysed and evaluated.

IML shall ensure that calibrated or verified monitoring and measurement equipment is used and maintained, as appropriate.

IML shall evaluate its environmental performance and the effectiveness of the environmental management system.

IML shall communicate relevant environmental performance information both internally and externally, as identified in its communication process(es) and as required by its compliance obligations.

IML shall retain appropriate documented information as evidence of the monitoring, measurement, analysis and evaluation results.

9.1.2 Evaluation of compliance

IML shall establish, implement and maintain the process(es) needed to evaluate fulfilment of its compliance obligations.

IML shall:

- a) determine the frequency that compliance will be evaluated;
- b) evaluate compliance and take action if needed;
- c) maintain knowledge and understanding of its compliance status.

IML shall retain documented information as evidence of the compliance evaluation result(s).

9.2 Internal audit

9.2.1 General

IML shall conduct internal audits at planned intervals to provide information on whether the environmental management system:

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a) conforms to:

- 1) IML's own requirements for its environmental management system;
- 2) the requirements of this International Standard;

b) is effectively implemented and maintained.

9.2.2 Internal audit programme

IML shall establish, implement and maintain (an) internal audit programme(s), including the frequency, methods, responsibilities, planning requirements and reporting of its internal audits.

When establishing the internal audit programme, IML shall take into consideration the environmental importance of the processes concerned, changes affecting IML and the results of previous audits.

IML shall:

- a) define the audit criteria and scope for each audit;
- b) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- c) ensure that the results of the audits are reported to relevant management.

IML shall retain documented information as evidence of the implementation of the audit programme and the audit results.

9.3 Management review

Top management shall review IML's environmental management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.

The management review shall include consideration of:

- a) the status of actions from previous management reviews;
- b) changes in:
 - 1) external and internal issues that are relevant to the environmental management system;
 - 2) the needs and expectations of interested parties, including compliance obligations;
 - 3) its significant environmental aspects;
 - 4) risks and opportunities;
- c) the extent to which environmental objectives have been achieved;
- d) information on IML's environmental performance, including trends in:
 - 1) nonconformities and corrective actions;
 - 2) monitoring and measurement results;
 - 3) fulfilment of its compliance obligations;
 - 4) audit results;
- e) adequacy of resources;
- f) relevant communication(s) from interested parties, including complaints;

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g) opportunities for continual improvement.

The outputs of the management review shall include:

- conclusions on the continuing suitability, adequacy and effectiveness of the environmental management system;
- decisions related to continual improvement opportunities;
- decisions related to any need for changes to the environmental management system, including resources;
- actions, if needed, when environmental objectives have not been achieved;
- opportunities to improve integration of the environmental management system with other business processes, if needed;
- any implications for the strategic direction of the organization.

IML shall retain documented information as evidence of the results of management reviews.

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10 Improvement

10.1 General

IML shall determine opportunities for improvement (see [9.1](#), [9.2](#) and [9.3](#)) and implement necessary actions to achieve the intended outcomes of its environmental management system.

10.2 Nonconformity and corrective action

When a nonconformity occurs, IML shall:

a) react to the nonconformity and, as applicable:

- 1) take action to control and correct it;
- 2) deal with the consequences, including mitigating adverse environmental impacts;

b) evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere, by:

- 1) reviewing the nonconformity;
 - 2) determining the causes of the nonconformity;
 - 3) determining if similar nonconformities exist, or could potentially occur;

c) implement any action needed;

d) review the effectiveness of any corrective action taken;

e) make changes to the environmental management system, if necessary.

Corrective actions shall be appropriate to the significance of the effects of the nonconformities encountered, including the environmental impact(s).

IML shall retain documented information as evidence of:

- the nature of the nonconformities and any subsequent actions taken;
- the results of any corrective action.

10.3 Continual improvement

IML shall continually improve the suitability, adequacy and effectiveness of the environmental management system to enhance environmental performance.

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