

## ISO 14001 Toolkit – Environmental Management System

Level 1 - Context, Manual, Objectives, Plans & Policies		
Context of the Organization		
1.	Environmental Management System Context, Requirements and Scope	
	Manual	
1.	ISO 14001:2015 Manual	
	Objectives	
1.	EMS Roles, Responsibilities and Authorities	
	Plans	
1.	Environmental Management Plan	
2.	Risk and Opportunity Action Plan	
3.	Environmental Communication Plan	
4.	Emergency Response Plan	
5.	Emergency Response Test Plan	
6.	Internal Audit Plan	
	Policies	
1.	Environmental Policy	
Level 2 - Procedures & Processes		
	Procedures	
1.	Compliance Obligations Procedure	
2.	Control of Documented Information Procedure	
3.	Competence Development Procedure	
4.	Emergency Response Procedure	
5.	Internal Audit Procedure	
6.	Management Review Procedure	
7.	Management of Non-Conformity Procedure	
8.	Operational Control Procedure	
9.	Monitoring and Measurement Procedure	
	Processes	
1.	EMS Processes and Interactions	
2.	Risk and Opportunity Assessment Process	
3.	Environmental Aspects and Impacts Assessment Process	
4.	Operational Planning and Control Process	
5.	External Provider Management Process	

6.	Monitoring Measurement Analysis and Evaluation Process
7.	Emergency Response Testing Schedule
8.	Emergency Response Test Report
	Level 3 – SOPs
1.	Environment, Health and Safety Awareness
2.	Accident Reporting, Investigation and Analysis
3.	Personnel Security
4.	Warehouse Operations
5.	Power Plant Operation
6.	Control and Prevention of Pollution
7.	Emergency Plant Shutdown
	Level 4 – Formats, Templates & Presentations
	Formats
1.	Project Kickoff Meeting Agenda
2.	ISO 14001 Assessment Evidence
3.	ISO 14001 Project Progress Report
4.	Meeting Minutes Template
5.	Risk and Opportunity Assessment Tool
6.	Environmental Aspects and Impacts Assessment Tool
7.	Competence Development Questionnaire
8.	Post Incident Report
9.	Emergency Response Contact Log
10.	Incident Impact Information Log
11.	Plan Activation Log
12.	Incident Response Action Log
13.	Message Log
14.	Internal Contact List
15.	External Contact List
16.	Internal Audit Schedule
17.	Internal Audit Action Plan
18.	Management Review Meeting Agenda
19.	Nonconformity and Corrective Action Log
20.	Calibration Status of Instrument / Equipment
21.	Master List of Records

22.	EMS Objectives Monitoring Sheet
23.	List of Licenses / Certificates
24.	Training Calendar
25.	Induction Training Report
26.	Training Report
27.	Purchase Order
28.	Indent and Incoming Inspection Record
29.	Customer Complaint Report
30.	Customer Feedback Form
31.	Visitor Log Book
32.	Gate Pass
33.	Material Issue Slip
34.	Performance Appraisal Records - Functional Head
35.	Performance Appraisal Records – Staff
36.	Manpower Requirement Form
	Templates
1.	Top Management Communication Program
2.	Risk and Opportunity Assessment Report
3.	Compliance Obligations
4.	EMS Documentation Log
5.	Competence Development Report
6.	Internal Audit Report
	Process Flow Charts
1.	Planning - Process Flow Charts
2.	Support - Process Flow Charts
3.	Operation - Process Flow Charts
4.	Performance Evaluation - Process Flow Charts
5.	Improvement - Process Flow Charts
	Presentations
1.	Introduction to ISO 14001 Presentation
2.	ISO 14001 Awareness Training Presentation
	Guidelines for Implementation Methodology
1.	Guidelines for ISO 14001 Implementation
2.	ISO 14001 All-In-One Toolkit User Guide

3. ISO 14001:2015 Toolkit Index	
4.	EMS Project Initiation Document
5.	ISO 14001 Project Plan
6.	ISO 14001 Gap Assessment Tool
7.	ISO 14001 Certification Readiness Checklist

## ISO 14001:2015 Manual

1	Co	ompany Profile	. 7
	1.1	About Organization	. 7
	1.2	Scope of Certification	. 7
	1.3	Permissible Exclusion	. 7
	1.4	Authorization Statement	. 7
2	Ap	pplicability	. 8
	2.1	Operational Area & Production Site(S)	. 8
	2.2	Terms and Definitions	. 8
3	Co	ontrol and Distribution	10
	3.1	Structure of EMS Manual	10
	3.2	Responsibility	10
	3.3	References	10
	3.4	Distribution	10
	3.5	Numbering and Document Control for Environmental Manual	11
	3.6	Amendment Record Sheet	12
4	Со	ntext of the Organization	13
	4.1	Understanding the Organization and Its Context	13
	4.2	Understanding the Needs and Expectations of Interested Parties	14
	4.3	Determining the Scope of the Environmental Management System	15
	4.4	Environmental Management System	16
5	Le	adership	17
	5.1	Leadership and Commitment	17
	5.2	Environmental Policy	17
	5.3	Organizational Roles, Responsibilities and Authorities	19
6	Pla	anning	21
	6.1	Actions to Address Risks and Opportunities	21
	6	.1.1 General	21
	6	.1.2 Environmental Aspects	22
	6	.1.3 Compliance Obligations	23
	6	.1.4 Planning Action	23
	6.2	Environmental Objectives and Planning to Achieve Them	24
	6	.2.1 Environmental Objectives	24
	6	.2.2 Planning Actions to Achieve Environmental Objectives	25

7 Support	26
7.1 Resources	26
7.2 Competence	26
7.3 Awareness	27
7.4 Communication	27
7.4.1 General	27
7.4.2 Internal Communication	28
7.4.3 External Communication	28
7.5 Documented Information	28
7.5.1 General	28
7.5.2 Creating and Updating	29
7.5.3 Control of Documented Information	30
8 Operation	32
8.1 Operational Planning and Control	32
8.2 Emergency Preparedness and Response	33
9 Performance Evaluation	35
9.1 Monitoring, Measurement, Analysis and Evaluation	35
9.1.1 General	
9.1.2 Customer Satisfaction	
9.2 Internal Audit	
9.2.1 General	
9.2.2 Internal Audit Program	
9.3 Management Review	37
10 Improvement	39
10.1 General	39
10.2 Nonconformity and Corrective Action	39
10.3 Continual Improvement	40
Annexure I - List of Documented Information	41
Annexure II - Glossary of Terms, Definitions and Abbreviations	45
Annexure III - Process Flow	46
Annexure IV - Organization Structure	48

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

Е

#### 5 Leadership

#### 5.1 Leadership and Commitment

Organization Name's Top Management ensures that performance of EMS implementation and provides a commitment to developing an effective system to exhibit its leadership and commitment.

- The environmental policy and the objectives of the EMS should be established and matched to the direction of the company;
- To integrate EMS requirements into business processes of the Organization Name;
- To check for resources accessibility for the EMS;
- The effective environmental management, compatible EMS requirements, applicable disclosure, regulatory requirements and mutual agreements on customer requirements should be known;
- The EMS audit should be made or conducted to achieve its future result by proper evaluation and maintenance:
- An effectiveness of EMS is attained by direction and support to persons;
- · Encouraging continual improvement;
- To establish leadership responsibility, support other relevant management roles in their areas.

## 5.2 Environmental Policy

Top Management is committed to maintaining high-quality and environmental standards in delivering prompt and cost-effective services or solutions to customers by continual improvement of business processes amongst all employees, and recognizing the integrity, confidentiality, and availability of quality assets to relevant stakeholders including customers.

- A commitment to satisfying applicable requirements;
- It should be suitable to purpose and environmental management of the Organization Name;
- Offers a framework to review and set up objectives of the EMS;
- Organization Name provides EMS awareness training to all employees with proper work instruction to maintain and improve the effectiveness of the environmental management system;
- Directs communications between external and internal;
- Guarantee continual improvement of the EMS;
- Directs to ensure capabilities needed for environmental management.

## 5.3 Organizational Roles, Responsibilities and Authorities

Top Management provides evidence of its commitment to the establishment, implementation, operation, monitoring, review, maintenance, and improvement of the environmental management system as defined in the roles and responsibilities.

#### 9 Performance Evaluation

### 9.1 Monitoring, Measurement, Analysis and Evaluation

### 9.1.1 General

On a regular basis, actual performance has been monitored and measured against the EMS performance requirements using documented information. In addition to providing quantitative and qualitative measures, this procedure also monitors the key features of the company's operations that have significant environmental effects, the company's EMS objectives, and the company's operational activities. Information for monitoring performance, operational control points, and conformance to the objectives and targets is also included in the documentation.

#### 9.1.2 Evaluation of Compliance

An organization's compliance with legislative requirements (compliance obligation) is evaluated periodically by maintaining a register of regulations. All applicable laws and details of their implementation are listed in the register of regulations. All legal requirements are consistently adhered to by the company. The results of such periodic evaluations are documented and kept in the Register of Rules and Regulations.

### 9.2 Internal Audit

#### 9.2.1 General

At least once every six months, an internal audit of environmental management systems is conducted to:

- a. Analyze whether the environmental management system:
  - Complies with the planned environmental management system arrangements as detailed in relevant recorded information, such as aspect impact registers, SOPs, and documented exhibits, as well as various plans and formats
  - 2. Is to ensure that the environment management system is implemented and maintained according to ISO 14001:2015
- b. Ensure that the Top Management is informed about the audit results so that it can properly implement the environmental management system

### 9.2.2 Internal Audit Program

An EMS Coordinator is responsible for implementing, implementing and maintaining an internal audit program with details on frequency, methods, responsibilities and reporting internal audit findings.

When planning the audit of a particular function, environmental impact of the process is considered, along with company changes and audit results in the past. Internal audits are conducted by a trained auditor who is independent of the area being audited

## **Emergency Response Procedure**

1	Introd	luction	. 5
2	Emer	gency Response Flowchart	. 6
3	Incide	ent Detection and Notification	. 7
	3.1 lr	ncident Detection	. 7
	3.2 Ir	ncident Notification	. 7
	3.3 R	ecording the Incident Details	. 7
	3.4 C	ontacting the Emergency Response Team Leader	. 8
4	Activa	ating the Emergency Response Procedure	. 8
5	Assei	mble Emergency Response Team	. 9
	5.1 E	mergency Response Team Members	. 9
	5.2 R	oles and Responsibilities	10
	5.2.1		
	5.2.2	Team Facilitator	10
	5.2.3	Incident Liaison	10
	5.2.4	·	
	5.2.5	,	
	5.2.6	Human Resources	11
	5.2.7	Communications	11
	5.2.8	Legal and Regulatory	11
	5.3 Ir	ncident Command Centre	
	5.2.1		
	5.2.2	Access	12
	5.2.3	Parking	12
	5.2.4	Facilities in the Command Centre	12
	5.4 A	Iternate Command Centre	13
6		onmental Impact Assessment	
7	Emer	gency Response Plan Activation	14
8		ent Management, Monitoring and Communication	
	8.1 C	ommunication Procedures.	
	8.1.1	Means of Communication	15
	812	Communication Guidelines	15

	8.1.3	3 Internal Communication	15
	8.1.4	4 External Communication	16
	8.1.5	5 Communication With the Media	17
9	Cea	asing Response Activities And Standing Down	18
10	Deb	orief And Post-Incident Review	19
11	App	pendix A: Standard Emergency Response Team Meeting Agenda	19
12	App	pendix B: Incident Command Centre	20
	12.1	Location Map	20
	12.2	Floor Plan	20
13	App	pendix C: The Phonetic Alphabet	21

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

#### 1 Introduction

A document like this is intended when there is some incident that will have a significant impact on Organization Name's business operations as well as the environment.

It is recommended to use this document as guidance only when responding to an incident. In order to determine the appropriate course of action after an incident, it is important to use good common sense and anticipate the exact nature of the incident and its environmental impact.

Emergency response procedures have the following objectives:

- Give a brief overview of how Organization Name will respond to a significant environmental incident.
- Provide details as to who will respond to an emergency and how our emergency response procedures will be applied.
- Provide details about the facilities in place to support incident management.
- Determine how decisions will be made regarding our response to an incident.
- Provide a detailed explanation of how communication will be handled both internally and externally.
- Provide essential people and external agencies' contact information.
- Define what happens after the incident has been resolved and the responders have been stood down.

#### 3 Incident Detection and Notification

#### 3.1 Incident Detection

Depending on the nature and location of the incident, notifications can be received initially from a variety of sources (including the emergency services). An effective response must be given as quickly as possible by starting the emergency response procedure.

### 3.2 Incident Notification

In the event of a major environmental incident, the following people will be the first to respond. An incident could be reported to any of these contacts. Whenever necessary, they have the authority to contact the Emergency Response Team leader (ERT) and ask whether the Emergency Response (ER) Procedure should be activated.

#### 4 Activating the Emergency Response Procedure

When notified of an incident, the Team Leader must determine whether the magnitude and actual or potential impact of the incident warrants activation of the Emergency Response Procedure and the formation of the Emergency Response Team.

# **Compliance Obligations Procedure**

1	Intr	oduction	4
		mpliance Obligations Procedure	
		Identify Requirement	
		Assess Implications	
		Document Requirements	
		Define Approach to Meeting Requirements	
	2.5	Review and Update	. 8

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

#### 1 Introduction

Organization Name has put in place an Environmental Management System (EMS) in accordance with the international standard ISO 14001.

It is critical to gain a thorough understanding of the various compliance obligations that apply to Organization Name and its business when developing and maintaining an EMS. This will ensure that the organization continues to meet its environmental obligations while avoiding the risk of criminal prosecution or corporate liability for its board of directors and other stakeholders.

### 2 Compliance Obligations Procedure

The following summaries the procedure for identifying, documenting, and maintaining compliance obligations.

#### 2.1 Identify Requirement

It is the responsibility of Organization Name to identify compliance obligations related to its business through the following internal teams and external bodies:

Generally, the relevant parts of the item under consideration will be interpreted by the appropriate team or external body of Organization Name. Typically, briefing papers, presentation materials, or other media are utilized for this purpose.

## 2.2 Assess Implications

It is the responsibility of the Environmental Representative to ensure that all items relevant to the EMS are fully assessed.

The assessment will include the following aspects:

- The extent to which the EMS and its associated policies, procedures, forms, and plans must be altered to meet the requirement
- The requirement must be met as soon as possible.
- Consequences of failing to meet the requirements
- Meeting the requirement through available options

#### 2.3 Document Requirements

When the relevant requirements have been assessed, they will be documented at a high level as part of the EMS in the document EMS Context, Requirements, and Scope. All modifications to this document will be documented according to the EMS documentation procedures.

## 2.4 Define Approach to Meeting Requirements

If immediate modifications to the EMS are required as a result of a new or altered requirement, they will be made as quickly as feasible, and updates will be sent to all policy and procedure recipients. Otherwise, the adjustment will be addressed during the EMS's

next

annual

revie

## **Communication Plan**

1	Co	mmunication Plan	. 4
	1.1	Purpose	. 4
	1.2	Topics of Communication	. 4
	1.3	Methods, Frequency and Audiences of Communications	. 5
	1.4	Communication Procedures	. 6
	1.5	Feedback About Communication	. 6

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

#### 1 Communication Plan

### 1.1 Purpose

Organization Name has implemented an Environmental Management System (EMS) that meets the ISO 14001 international standard. As part of the EMS, there is a requirement to engage with various third parties who may be able to assist the EMS in meeting its objectives and promoting continuous improvement.

This document describes:

- What will be communicated
- When it will be communicated
- With whom we will communicate

## 1.2 Topics of Communication

In the course of regular communication, information will be disseminated and gathered in the following areas:

- Inquiries made by third parties, such as potential customers, suppliers, local communities, and the media, regarding the EMS's objectives and intentions
- Third parties are updated on the EMS' progress and scope
- · The EMS must now comply with revised legal and regulatory criteria
- Recommendations and procedures for best practice

#### 1.4 Communication Procedures

Procedures will be established for each of the communication methods listed in the table above so that they can be carried out in a controlled and repeatable manner.

#### 1.5 Feedback About Communication

A designated relationship owner will be agreed upon for each interested party. He or she will be in charge of gathering feedback on communication success and managing the relationship on an ongoing basis.

In general, evaluations will be conducted with or for each interested party at least once each year. They may be held more regularly if top management believes it is necessary.

The results of effective communication will be gathered, evaluated, and incorporated into the programmed as soon as possible

# **Environmental Policy**

1	Intr	oduction	. 4
		vironmental Policy	
	2.1	Framework for Setting Objectives	. 5
	2.2	Commitment to the Protection of the Environment	. 5
	2.3	Continual Improvement of the EMS	. 6
	2.4	Environmental Aspects and Impacts	. 7
	2.5	Approach to Managing Risks and Opportunities	. 7
	2.6	Control of Documents and Records	. 8

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

#### 1 Introduction

As a modern, forward-thinking company, Organization Name recognises at the highest levels the importance of achieving a balance between the environment, the economy, and society. These are referred to as the "Three Pillars of Sustainability."

For this assurance, Organization Name has implemented an Environmental Management System (EMS) in accordance with the internationally recognized standard ISO 14001.

The operation of this EMS has numerous environmental and business benefits, including:

- Environmental protection in the course of normal business operations
- Incidences affecting the environment that needs to be prevented or dealt with effectively
- Being in compliance with legislation and regulations
- Making it possible to understand how the organization fits into the environment
- Taking a responsible approach to environmental protection
- Enhancing and sustaining shareholder value

### 2 Environmental Policy

## 2.1 Framework for Setting Objectives

A document called Environmental Management System Context, Requirements and Scope outlines the high-level business objectives of Organization Name. The nature of the business determines which of these principles apply and how often they will be adjusted.

#### 2.2 Commitment to the Protection of the Environment

The organization's commitment to environmental protection goes to the highest levels, as evidenced by this Environmental Policy and the provision of enough resources to construct and develop the Environmental Management System.

Top management will also make sure that a systematic evaluation of the program's performance is carried out on a regular basis to ensure that environmental goals are reached and pertinent concerns are recognised through the audit programme and management processes. Departmental and other management meetings are examples of management review formats.

## 2.3 Continual Improvement of the EMS

The policy of Organization Name in terms of continuous EMS improvement is to:

- Increase the level of proactive environmental management (and the perception of proactive environmental management) in the workplace.
- Improve your understanding of, and relationship with, the business units to which the EMS is applied.
- Review key metrics on an annual basis to see whether they should be changed based on previous data and feedback from relevant sources.

# SOP for Environment, Health and Safety Awareness

## Contents

1	Purpose	. 4
2	Scope	. 4
3	Responsibility	. 4
4	Description of Activity	. 4

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

.

## 1 Purpose

The customers, suppliers, neighbors, and employees are communicated about the awareness of products and EMS issues are all described in this procedure.

## 2 Scope

All communication related to EMS and products are explained in this procedure.

## 3 Responsibility

The customers, suppliers, neighbors, and employees are communicated about the awareness of products and EMS by EMS Head / Management Representative.

The customers and suppliers are helped in communications by Marketing / Purchase team.

### 4 Description of Activity

#### A Customers

The customers are informed through the Material Safety Data Sheet (MSDS) about details of the product and its properties which also includes of the banned amines as well as heavy metals.

Before using the product all customers are informed to follow MSDS in the end application.

To ensure safe and environment friendly disposal the MSDS is documented with requirements related to EMS such as environmental issues like means of disposal, hazard identification, accidental release measures, as well as handling and storage instructions are advised to customers to follow safe disposal and environment friendly usage of the products.

## B Suppliers

All suppliers for the products (raw materials) manufactured by them needs basic training/awareness.

They are advised to prepare Material Safety Data Sheet (MSDS) if they lack MSDS in line with the international requirements. To develop the MSDS necessary help will be provided to them.

The company reviews the MSDS prepared in consultation with the technical team.

MANAGEMENT REVIEW MEETING AGENDA						
Meetin	g Title:	Meeting Date:				
Departi	ment / Function:	Meeting Time:				
Meetin	g Room Name:		Location:			
			1.			
			2.			
Attende	ees		3.			
			4.			
			5.			
To revi	PURPOSE:  To review the environmental management system to ensure its continuing suitability, adequacy and effectiveness.					
S. No	Discussion			By Whom		Time Allocated
1	Follow-up actions from pr	ment				
2	Changes in external and internal issues that relevant to the EMS					
3	EMS performance and ef					
4	4 Adequacy of resources					
5 Communications for interested parties						
6 Opportunities for continual improvement						
Prepare	ed By:	Reviewed By:			Approved By:	
EMS Manager			EMS EM Head		EMS Head	