



ISO 14001 Environmental Management It's your responsibility

Your implementation guide

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Background

ISO 14001 is the internationally recognized standard for successful environmental management.

To date the standard has helped organizations from all sectors and of all sizes put in place structured management frameworks to better control their impacts on the environment, reduce the risk of potentially costly pollution incidents and ensure compliance with environmental legislation.

As well as using ISO 14001 to demonstrate responsible corporate citizenship, many are viewing it as a tool to boost profitability - by improving waste management, optimizing the use of resources and taking greater control over related costs.

This guide will help you understand how ISO 14001 can help enhance both the sustainability and performance of YOUR business, as well as improve your corporate reputation by demonstrating your commitment to best practice.

BSI can support you all the way along this journey - through training, guidance, independent assessment and software solutions.

We can help you demonstrate your environmental credentials and secure a more responsible future using ISO 14001 – and with BSI your journey starts here.



Reaping the benefits of environmental management

No organization today can afford to risk its reputation by ignoring its environmental responsibility. Faced with depleting resources, increased energy bills and the evolving effects of climate change, the shrewd business must take responsibility for its impacts and externally demonstrate environmental credentials.

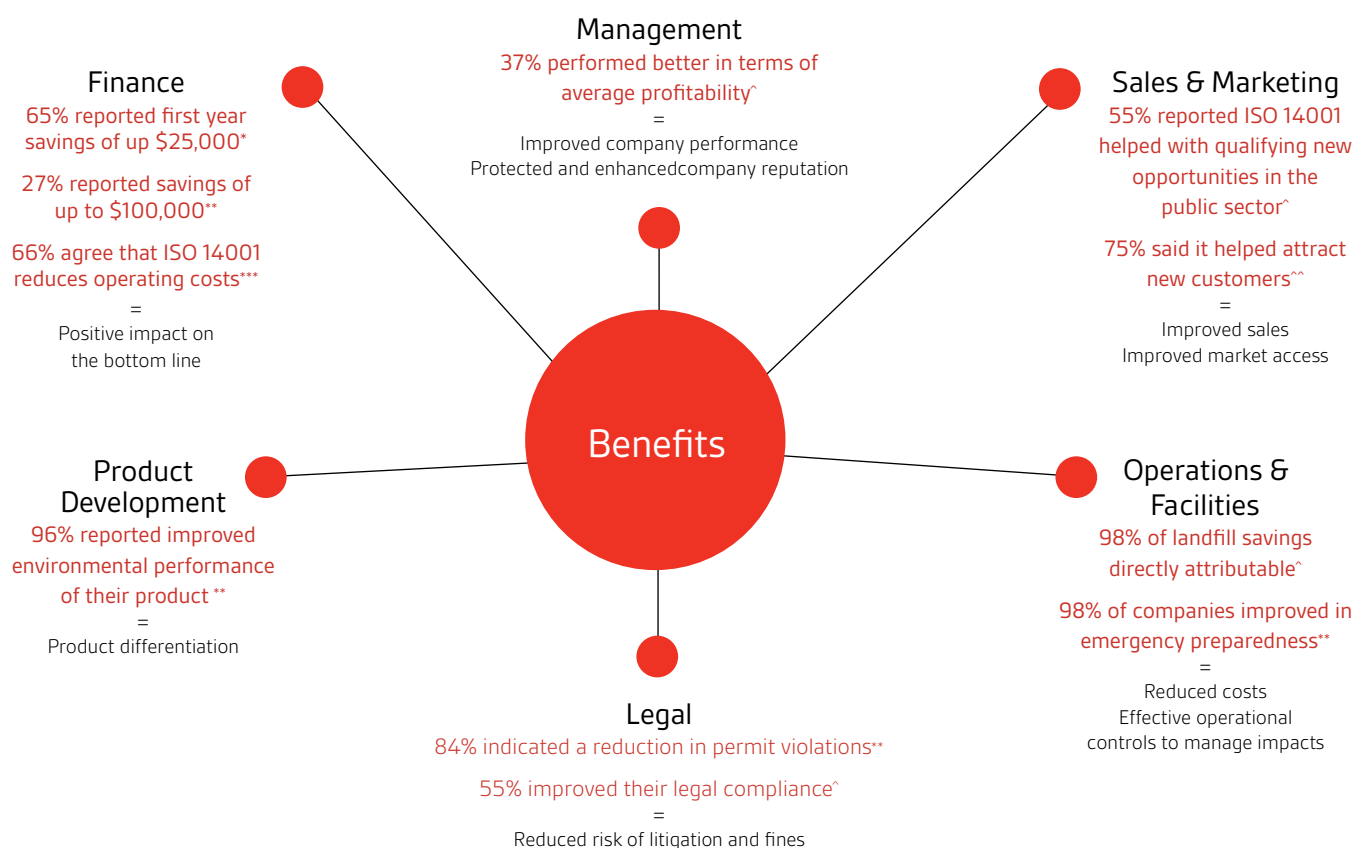
Using a management system approach can help your business address these issues.

A management system is simply a structured framework to help you manage your people, processes and resources and in the case of ISO 14001, your environmental impacts.

For example your environmental management objectives may include: using resources more efficiently, ensuring regulatory compliance, controlling costs or finding new ways to operate without damaging the environment.

Whatever your focus, this guide will help you understand that you can use ISO 14001 to establish an environmental management system which is both flexible and scalable to your business and one that will be able to evolve to meet the specific needs of your market and your organization.

Benefits which BSI clients have experienced as a result of implementing an ISO 14001 energy management system:



Understanding and communicating the benefits above will help you structure your processes and secure commitment and support from your organization - these are critical factors for ensuring the success of your energy management system.

* Vs non-certified companies when comparing average profitability (ROA) - Kent Business School – ISO 14001 certification and financial benefits 2008.
 ** Wharton Risk Management & Decision Process Centre Study 2007. ***NetRegs Survey 2007. ^ Defra Sept 2011. ^^ BSI Satisfaction Survey 2012.

Getting started with ISO 14001

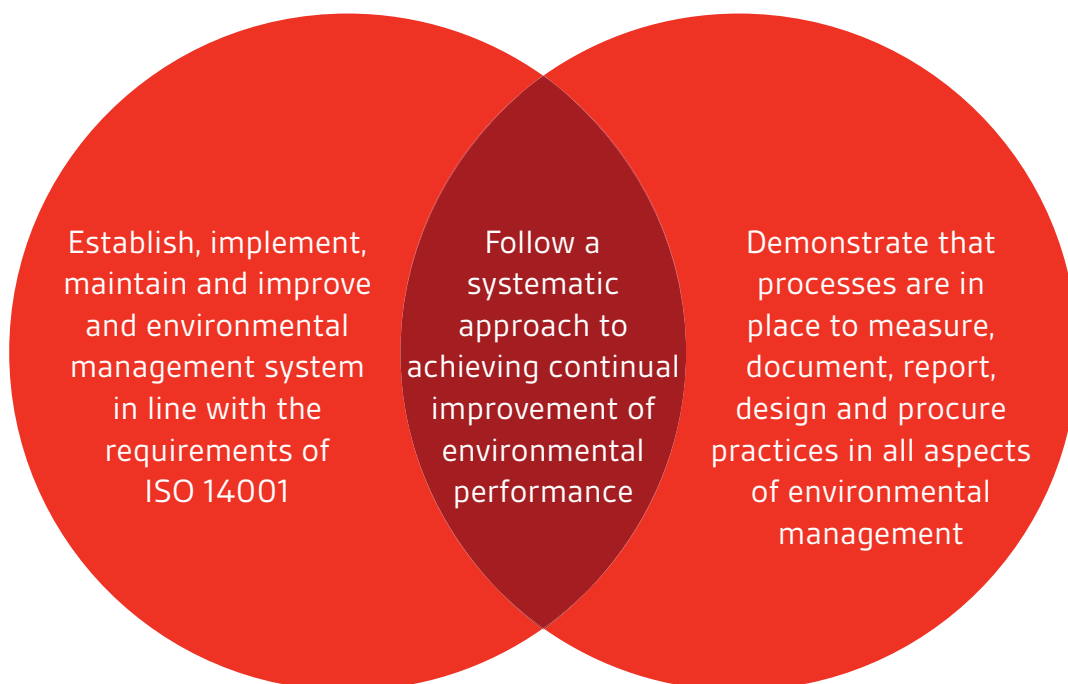
ISO 14001 is applicable to any organization regardless of size, sector or geographical location. While the standard sets out a best practice framework for environmental management, it is written in a way which gives you the flexibility to adapt it to meet your individual business objectives.

Essentially ISO 14001 requires you to demonstrate that you take a systematic approach to improving the management of environmental impacts. Once you have put processes and procedures in place to achieve this, the standard then asks you to review and improve your system to ensure on-going best practice and a commitment to continuous improvement.

Purchasing a copy of the standard is your first step. Then simply follow the steps in this guide to help you meet the core requirements of ISO 14001.

Learn more about the standards and guides available from BSI bsigroup.ae/shop

The principal requirements of the standard are illustrated below:



The next few pages of the guide will take you through more specific requirements of ISO 14001 using the Plan-Do-Check-Act (PDCA) methodology.

Understanding the principles of continual improvement

The Plan-Do-Check-Act (PDCA) cycle is the operating principle of all ISO management system standards, including ISO 14001.

By following this cycle, you can effectively manage and continually improve your organization's effectiveness.

Whether you are the managing director setting the direction of the business, or an individual focusing on a specific task, the PDCA cycle is very useful in achieving continuous improvement.

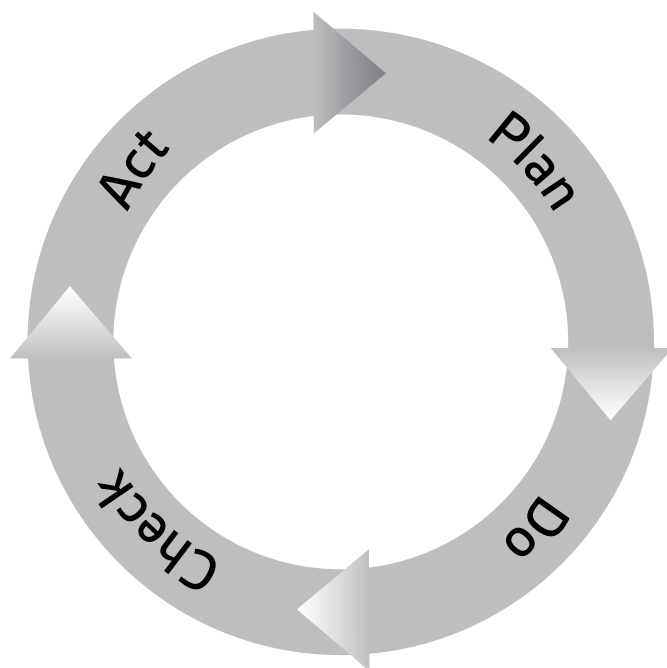
The four phases in the Plan-Do-Check-Act Cycle involve:

Act

Correct and improve your plans to meet and exceed your planned results

Check

Measure and monitor your actual results against your planned objectives



Plan

Establish objectives and draft your plans (analyse your organization's current systems, establish overall objectives, set interim targets for review and develop plans to achieve them)

Do

Implement your plans within a structured management framework



"Working to the ISO 14001 framework ensures transparency of our processes and helps us highlight opportunities for improvement. Consequently this reduces the likelihood of legislative breaches and potential fines."

Callum Johnson, Camden Transport Services

Plan – defining your policy, objectives and targets

ISO 14001 outlines the following planning steps which must be taken into consideration in order to build a robust environmental management system:

Environmental policy

Your first step is to make sure that your top management are committed to the system in order for the system to be a success. Start by getting them involved in defining the organization's environmental policy and what the scope of the management system will cover.

Environmental aspects

It is important that you ascertain the environmental aspects of those activities, products and/ or services which you can control or influence. Think about what impacts they could potentially have on the environment.

Legal and other requirements

Next the standard requires that you identify and access all relevant legislation and requirements. Determine how these relate to the environmental aspects that it has identified and keep up-to-date with any changes to regulation.

Objectives, targets and programme(s)

A core requirement of ISO 14001 is to establish, implement and maintain measurable and documented environmental objectives and targets which are consistent with the aims of the environmental policy. If you clearly designate responsibility and timing for achievement of these, then the task should be easier.

BSI has a range of training courses to support you on your journey. Call us on **+971 4 3364917** or visit **[bsigroup.com/training](https://www.bsigroup.com/training)**





Do – implementing and living your management system

You have the commitment and direction from management and the necessary resources to do the job. Now it's time to put your plan into action.

Resources and responsibility

Encourage your senior management to appoint a management representative who will have responsibility for reporting on performance and ensuring that the environmental system meets the requirements of ISO 14001.

Competence, training and awareness

Success will be down to the knowledge and understanding of the environmental impact within your business. Help your employees understand how to meet the requirements of the environmental policy and help them identify what they can do to mitigate environmental impacts through training courses or workshops.

Communication

Communication is another critical factor for the successful implementation of your system. You will therefore need to have effective procedures in place to ensure robust internal communication and to confidently respond to external parties.

Documentation and control

Documentation is a core theme within most management systems. Take a look at the standard to ascertain what documentation and records you need to hold and how these should be controlled and updated.

Operational control

Make sure you have a framework and procedures for managing any deviation from your policy, objectives and targets. It is important to ensure that suppliers and contractors adhere to these guidelines too.

Emergency preparedness and response

Due to the nature of environmental impacts you will need to have plans in place to be able to confidently respond to emergency situations and accidents. The standard encourages you to frequently test these procedures where possible.

Consider using BSI's Entropy™ Software to manage your system.
Call us on +971 4 3364917 or visit bsigroup.ae/entropy

Check and Act – measurement review and improvement

Your environmental management system is a living framework which needs to be reviewed on a regular basis. Make sure you continue to revisit your impacts and objectives to ensure your system remains valuable and relevant to your changing business.

Monitoring and measurement

Be aware that you will be assessed against processes which monitor and measure the environmental impacts you have identified. Make sure you complete all required documentation in order to record your performance and verify the calibration of measuring equipment.

Evaluation of compliance

As previously mentioned, meeting and keeping abreast of legal requirements is essential, as is the evaluation and documentation of your organization's performance against these criteria.

Nonconformity, corrective and preventative action

You will need to be prepared should your business experience a non-conformity. Make sure you have procedures in place to identify, investigate, evaluate, record and review both corrective and preventative actions in line with the severity of the issue.

Control of records

The standard requires that you identify, store, protect, retrieve, retain and dispose of records in accordance with the standard and that they remain legible – make sure this remains an essential part of your environmental management system.

Internal audits

Internal audits need to be planned and conducted at regular intervals to ensure you and the rest of your organization stay on track – it is important that you make sure they are impartial and objective.

Management review

The aim of ISO 14001 is to deliver continuous improvements to your business so management reviews are a fundamental part of meeting the requirements of the standard. These should be scheduled and recorded in order to identify successes, opportunities for improvement and changes that are needed.

Consider an optional gap-analysis to help you identify any weaknesses or omissions prior to formal assessment.
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tips on making ISO 14001 work for you

- 1 Top management commitment is vital if the system is to be introduced successfully. Make sure senior managers are actively involved, approve resources and agree the key processes of the business.
- 2 Review systems, policies, procedures and processes you have in place at the moment. Then compare those with what ISO 14001 asks for. You may be surprised how much you already do. The standard will allow you to keep the things that work for you while refining those that don't.
- 3 Make sure you have good internal communication channels and processes within the organization. Your employees need to be involved and kept informed of what's going on.
- 4 Give some thought to how departments work together. It's important that the people within your organization don't work in isolation but work as a team for the benefit of the customers and the business.
- 5 Don't ignore the impact that introducing these systems will have on your customers and suppliers. Speak to them to gain insight as to how they view your service and how they feel improvements could be made.
- 6 Clearly lay out a well-communicated plan of activities and timescales. Make sure everybody understands them and their role in achieving them.
- 7 Consider using your IT systems or software such as BSI's Entropy™ Software to manage your system and documentation more efficiently. The nature and complexity of your documentation will depend on the nature and complexity of your organization.
- 8 Use competitions and incentives to encourage input – for example an incentive for the first completed environmental process. Make the achievement of ISO 14001 engaging and fun. This will increase motivation.
- 9 Train your staff to carry out internal audits of your system. Auditing can help with an individual's development and understanding as well as providing valuable feedback on potential problems and opportunities for improvement.
- 10 And lastly if you feel you are doing something just for the sake of the standard and it doesn't add value to your business – question whether it's necessary.

“ISO 14001 is helping us deliver more sustainable travel solutions that are vital to building a better future for our economy, our environment and our communities.”

Tim O'Toole, Chief Executive,
FirstGroup

“In many cases certification acts as a prequalification to tenders, meaning a reduction in the number of lengthy forms required for submission. Holding certification to an internationally recognized standard has proven to be a great marketing tool for us.”

Neil Penn, Compliance Manager,
ITC Concepts

“Working to ISO 14001 we consistently manage our environmental impacts effectively, preventing pollution and improving the operation and environmental management of our activities. Since adopting the standard we have reduced the total amount of waste we generate by 44%; have diverted 89% from landfill; and reduced our carbon emissions by 35% in 2011, a 46% reduction in the last 4 years.”

Tony Blanch, Business Improvement Director, Costain

How BSI **supports you** throughout your implementation of ISO 14001

Speak to someone at BSI to help you understand the process

If you are new to management systems then we know this may seem rather daunting at first. But don't worry - just pick up the phone to speak to one of our people. We can turn jargon into English and put you on the right track for success – **simply call +971 4 3364917.**

Commit to best practice and start making excellence a habit

Once we have received your application, we will identify the best people to assist you on your journey – those that know your industry sector and will clearly understand your specific challenges. We also have some useful self-assessment tools to help you get started.

Engage your team and the rest of the organization

Success will depend on a team effort so get the backing of your organization by helping them understand how they can contribute to the system. Consider whether people have the necessary skills and if not equip them accordingly. BSI offers a number of courses, workshops and online seminars to help you plug this knowledge gap.

Call our training team on +971 4 3364917

Gain better management control with easy reporting

ISO 14001 requires that you hold and make documents and information available. You can make life easier by using BSI's web-based business improvement software which allows you to track and report all of your key metrics in real-time – **call +971 4 3364917 to find out more.**

Get ahead with pre-assessment and identify potential loopholes

Many BSI customers like to get reassurance that they are on the right track before committing to the official stage 1 assessment. At your discretion BSI will carry out an optional 'gap-analysis' or pre-assessment visit to help you identify any weaknesses or omissions prior to formal assessment. **Call +971 4 3364917 to book a pre-assessment.**

Celebrate the achievement of your official ISO 14001 certificate

BSI will assess your environmental management system in two stages. Our 'Stage 1' visit will involve the review of the system against the requirements of the standard. 'Stage 2' is simply a follow-up to check that you have corrected and progressed any issues raised in the first stage. Now is the time to celebrate your success.

Use your certificate to promote your business

Once certified you will be able to make your own mark by displaying the BSI Assurance Mark. It's a valuable marketing tool that you can use to promote your organization; differentiate you from your competitors and win new business.

Help for continuous improvement

BSI's support extends far beyond the issue of a certificate. Your certificate is valid for three years, however our team will continue to work with you to ensure that your business remains compliant and you strive for continual improvement.

Call +971 4 3364917 to find out more about BSI's Entropy™ Software which can help you manage your systems.

We know ISO 14001; BSI shaped the original standard.

BSI...

- Shaped the original ISO 14001 standard and continues to lead its development
- Has the most highly trained and knowledgeable assessors
- Offers the widest range of support solutions in the market place
- Is the number one certification body in the UK, USA and Korea
- Looks after more than 70,000 global clients
- Has an unrivalled International reputation for excellence

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