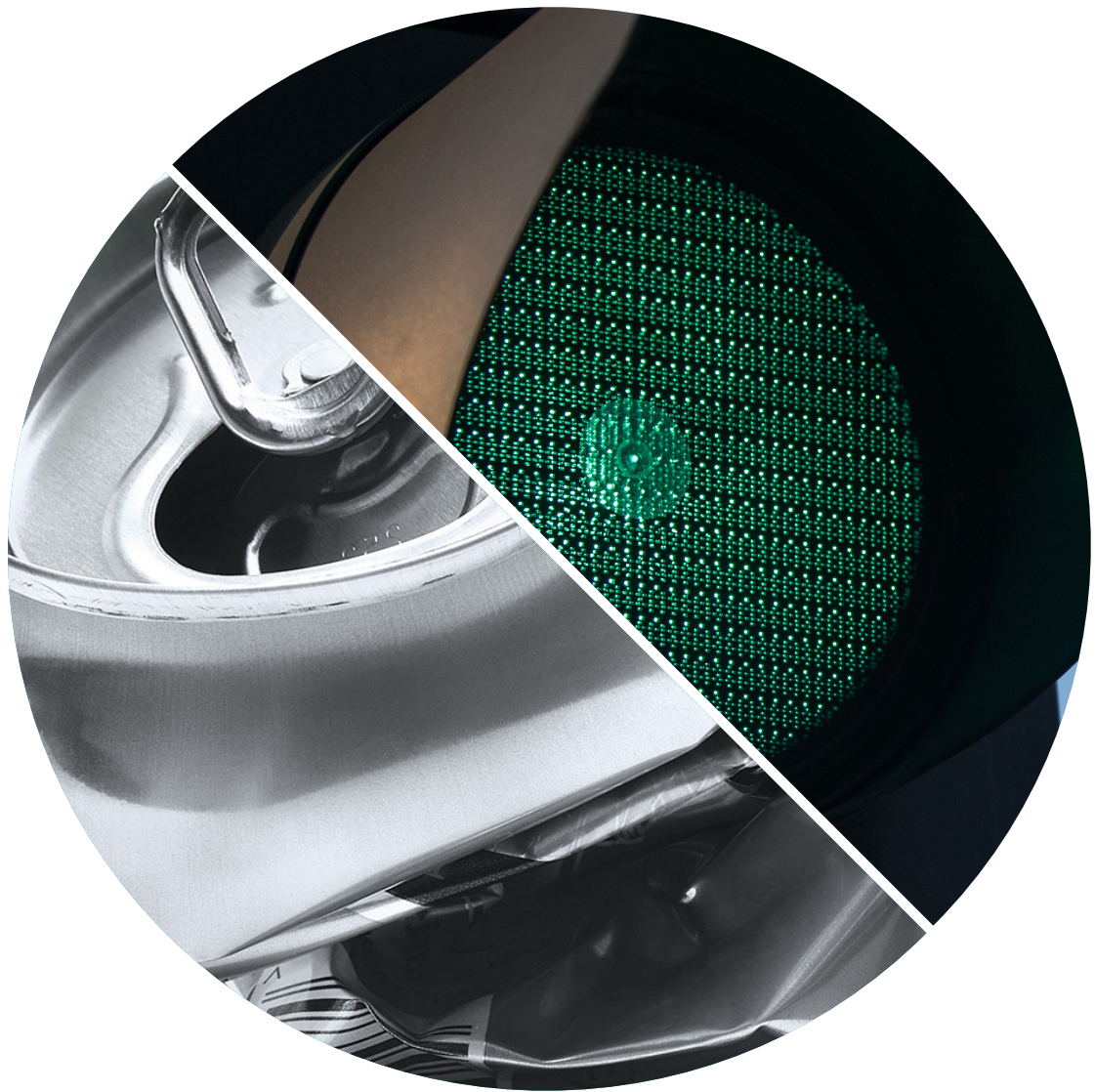


# ISO 14001:2015

Your implementation guide



**bsi.**

...making excellence a habit.™



# ISO 14001 reduces environmental impacts and grows your organization

Updated in 2015 to make sure it reflects the needs of modern day business, **ISO 14001** is used by large and small organizations across the world to reduce environmental impacts. It's an excellent framework to help implement an environmental management system (EMS) which helps organizations reduce their impact while growing their business – ultimately achieving sustainable success. It's suitable for businesses of all sizes, in any industry, and it's designed to be really flexible so you can make it work for the needs of your business, building resilience and commercial success while reducing impact on the environment.

At BSI we have the experience to help make sure that you get the most from **ISO 14001**, in fact it was our experts who helped shape the standard in the first place. This guide shows you how to implement **ISO 14001** in your business and get the most out of it for the long term. We also showcase our additional support services which help you not only achieve certification but unlock further business improvements after certification.

“The opportunity that the new standard gives is ensuring that the environmental management system is part of the overall strategy of the organization. Alignment with the corporate strategy makes a massive difference in terms of environmental impact.”

Toby Robins, Sustainable Development Director,  
Wiles Greenworld

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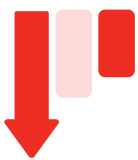


# How **ISO 14001** works and what it delivers for you and your company

**ISO 14001** is the business improvement tool that helps organizations implement a flexible and robust environmental management system, making them more resilient and sustainable. It brings environmental management into the heart of an organization, complementing business strategy and helping improve environmental performance over time. Incorporating the latest environmental thinking including lifecycle perspective it helps provide greater protection for the environment. It's a framework which helps you focus on the increasing expectations of customers and other stakeholders, as well as regulatory requirements. It's flexible and agile so you can make it work for your business. That's how ISO 14001:2015 really adds value.

## Benefits of ISO 14001\*

### Environmental improvements



**57%**  
Waste defect reduction

### Risk avoidance



**48%**  
Protecting your business

### Business growth



**52%**  
Increasing your competitive edge



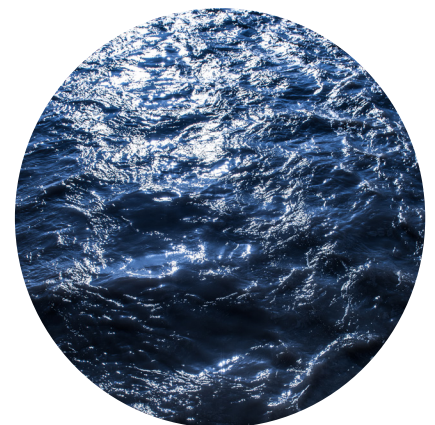
**76%**  
Regulatory and industry compliance



**53%**  
Reducing business risk



**60%**  
Inspiring trust in your business

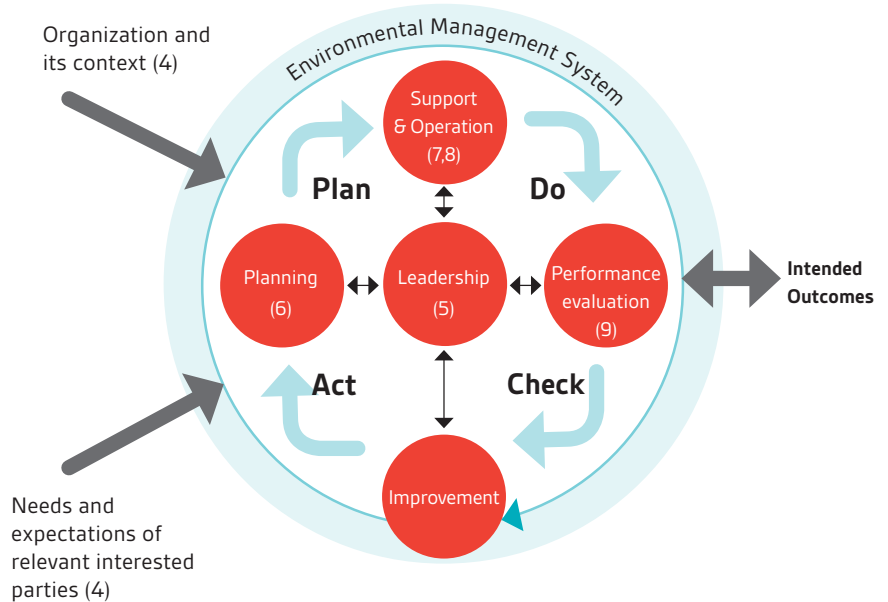


# How ISO 14001 works

**ISO 14001** was revised in 2015 to bring it up to date with the needs of modern businesses and the latest environmental thinking. It's based on Annex SL, the new high level structure (HLS) which is a common framework for all ISO management systems.

This helps keep consistency, align different management system standards, offer matching sub-clauses against the top-level structure and apply common language across all standards. It makes it easier for organizations to incorporate their environmental management system, into core business processes, make efficiencies, and get more involvement from senior management.

Based on Annex SL, this diagram shows how the clauses of the new HLS could also be applied to the Plan-Do-Check-Act (PDCA) cycle and to the environmental management system as a whole.



Some of the core concepts of ISO 14001:2015 are:

Concept	Comment
Context of the organization	The range of issues (see below) that can affect, positively or negatively, the way an organization manages its environmental responsibilities.
Issues	Issues can be internal or external, positive or negative and include environmental conditions that either affect or are affected by the organization.
Interested parties	Much more detail about considering their needs and expectations, then deciding whether to adopt any of them as compliance obligations.
Leadership	Requirements specific to top management who are defined as a person or group of people who directs and controls an organization at the highest level.
Risk and opportunities	Refined planning process replaces preventive action. Aspects and impacts now part of risk model.
Communication	There are explicit and more detailed requirements for both internal and external communications.
Documented information	Replaces documents and records.
Operational planning and control	Generally more detailed requirements, including a consideration of procurement, design and the communication of environmental requirements 'consistent with a life cycle perspective'.
Performance evaluation	Covers the measurement of EMS, operations that can have a significant environmental impact, operational controls, compliance obligations and progress towards objectives.
Nonconformity and corrective action	More detailed evaluation of both the nonconformities themselves and corrective actions required.

# Key requirements of ISO 14001:2015

## Clause 1: Scope

This clause relates to the scope or coverage of the standard to help organizations achieve the intended outcomes of its EMS. It references undertaking environmental management that includes a consideration of a 'life cycle perspective'.

## Clause 2: Normative reference

There are no normative references, for example other additional requirements in other standards, that have to be considered. The clause is retained in order to maintain the same numbering scheme as all the other management system standards.

## Clause 3: Terms and definitions

At first sight, the listing of terms and definitions seems confusing as they are not in alphabetical order. Instead, the approach stipulated by ISO and new to many users, is that terms and definitions have been grouped into organization and leadership, planning, support and operation and performance evaluation and improvement. It may be easier to use this listing in conjunction with the alphabetical listing in Annex C.

## Clause 4: Context of the organization

This is a new clause that establishes the context of the EMS and how the business strategy supports this. 'Context of the organization' is the clause that underpins the rest of the standard. It gives an organization the opportunity to identify and understand the factors and parties that can affect, either positively or negatively, the EMS.

Firstly, the organization will need to determine external and internal issues that are relevant to its purpose i.e. what are the relevant issues, both inside and out, that have an impact on or affect its ability to achieve the intended outcome(s) of the EMS. Importantly, issues should include not only environmental conditions that the organization affects but also those that it is affected by.

Secondly, an organization will also need to identify the 'interested parties' relevant to their EMS, which could include customers, communities, suppliers and non-government organizations. Determining their relevant needs and expectations is part of establishing the context for the EMS. Each organization will identify their own unique set of 'interested parties' and these may change over time.

Finally, the last requirement is to establish, implement, maintain and continually improve the EMS in accordance with the requirements of the standard.





### **Clause 6:** Planning

This clause focuses on how an organization plans actions to address both risks and opportunities which have been identified in Clause 4. It focuses the organization on the development and use of a planning process, rather than a procedure to address both a range of factors and the risk associated with such factors.

Consideration of risks needs to be proportionate to the potential impact they may have, and opportunities could include substitute raw materials for example. For the first time, there is an explicit reference to abnormal and emergency situations. Even more importantly, the reference to a consideration of a life cycle perspective and the clause notes highlights that significant aspects can give rise to risks that are both beneficial and adverse. Another key area of this clause is the need to establish measurable environmental objectives.

Finally this clause covers what is referred to as “planning of changes”. This has to be done in a systematic manner. Organizations should consider identifying who is involved, when changes are to take place and the potential consequences of change.

### **Clause 7:** Support

This clause is all about the execution of the plans and processes that enable an organization to meet their EMS. Simply expressed, this is a very powerful requirement covering all EMS resource needs.

Organizations will need to determine the necessary competence of people doing work that, under its control, affects its environmental performance, its ability to fulfil its compliance obligations and ensure they receive the appropriate training.

In addition, organizations need to ensure that all people doing work under the organization’s control are aware of the environmental policy, how their work may impact this and implications of not conforming with the EMS. Finally, there are the requirements for ‘documented information’ which relate to the creation, updating and control of specific data.

### **Clause 8:** Operation

This clause deals with the execution of the plans and processes that enable the organization to meet their environmental objectives.

There are specific requirements that relate to the control or influence exercised over outsourced processes and the requirement to consider certain operational aspects ‘consistent with a life cycle perspective’. This means giving serious consideration to how



actual or potential environmental impacts happening upstream and downstream of an organization's site-based operations are influenced or (where possible) controlled.

Finally, the clause also covers the procurement of products and services, as well as controls to ensure that environmental requirements relating to design, delivery, use and end-of-life treatment of an organization's products and services are considered at an appropriate stage.

### **Clause 9:** Performance Evaluation

This is all about measuring and evaluating your EMS to ensure that it is effective and it helps you to continually improve. You will need to consider what should be measured, the methods employed and when data should be analysed and reported on. As a general recommendation, organizations should determine what information they need to evaluate environmental performance and effectiveness.

Internal audits will need to be carried out, and there are certain "audit criteria" that are defined to ensure that the results of these audits are reported to relevant management. Finally, management reviews will need to be carried out and "documented information" must be kept as evidence.

### **Clause 10:** Improvement

This clause requires organizations to determine and identify opportunities for continual improvement of the EMS. The requirement for continual improvement has been extended to ensure that the suitability and adequacy of the EMS—as well as its effectiveness—are considered in the light of enhanced environmental performance. There are some actions that are required that cover handling of corrective actions. Firstly organizations need to react to the nonconformities and take action. Secondly they need to identify whether similar nonconformities exist or could potentially occur. This clause requires organizations to determine and identify opportunities for continual improvement of the EMS. There is a requirement to actively look out for opportunities to improve processes, products or services; particularly with future customer requirements in mind.

# Top tips on making **ISO 14001** effective for you

Every year we have interactions with tens of thousands of clients. Here are their top tips.

**Top management commitment** is key to making this a success.

"...ensure that your top management team really understands the importance of leadership in the new standard". Liz Collett, Overbury, UK Fit-out and Refurbishment business

**Keep staff informed** of what's going on, create a team or assign a champion, as this will increase motivation. This could include a well communicated plan of activities and timescales.

"When we decided to implement the new standard, we assigned an internal champion of the standard inside the organization". Ronald Tse, Ribose, Hong Kong cloud service provider

Think about how different departments work together to avoid silos. **Make sure the organization works as a team** for the benefit of customers and the organization.

"...all of our employees now understand the key metrics and the success factors". Maxime Clerk, Vortex Conseils, Canadian consultancy business

**Review systems, policies, procedures and processes** you have in place – you may already do much of what's in the standard and make it work for your business.

"There's a requirement in the new standard to document your EMS and that really encouraged us to document processes that have been in place for many years. This enabled the whole business to see, kind of, how the EMS fits together and the part they play in it". Liz Collett, Overbury, UK fit-out and refurbishment business

**Speak to your customers and suppliers.** They may be able to suggest improvements and give feedback on your service.

"...we had a brainstorming session and absolutely went through everything we could think of, pulling everyone's ideas in and then relating them to the business". Toby Robins, Wiles Greenworld, UK sustainable office supply and stationary provider

**Train your staff to carry out internal audits.** This can help with their understanding, but it could also provide valuable feedback on potential problems or opportunities for improvement.

"This course complemented my current knowledge very well. Emphasis on requirements of ISO 14001 was very useful and will undoubtedly help with implementation". Stephanie Baker, PH Medisavers Ltd, UK medical glove manufacturer

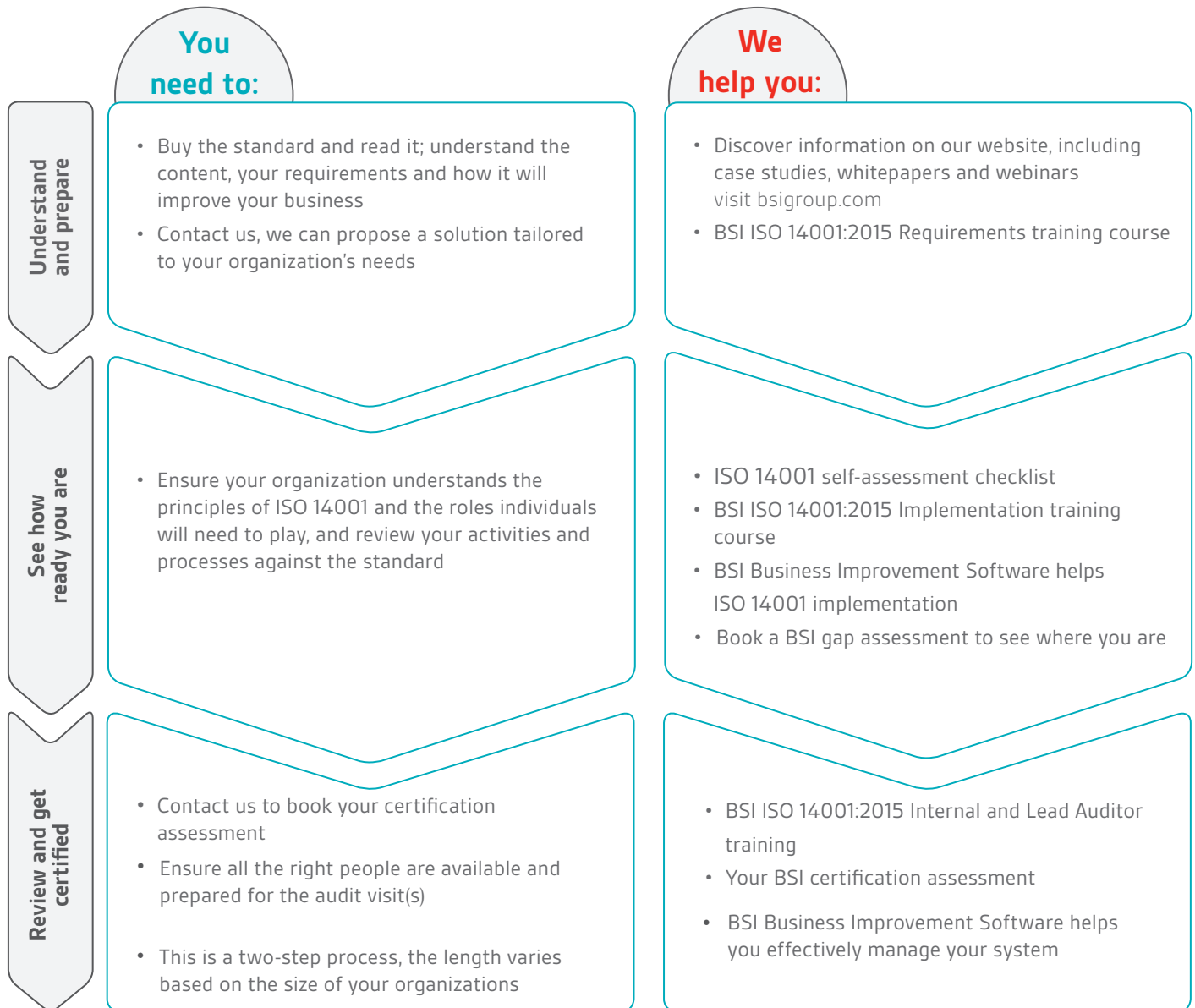
And finally, when you gain certification celebrate your achievement and use the **BSI Assurance Mark** on your literature, website and promotional material.





# Your **ISO 14001** Journey

Whether you're new to environmental management or looking to enhance your current system, we have the right resources and training courses to help you understand and implement ISO 14001. But our support doesn't stop there. We can help make sure your system delivers the best for your business and the environment.



## Continually improve and make excellence a habit

Your journey doesn't stop with certification. We can help you to fine-tune your organization so it performs at its best.

- Celebrate and promote your success – download and use the BSI Assurance Mark to show you are certified.
- Your **BSI Excellerator Report** will benchmark the performance of your business and highlight where you can improve.
- BSI IRCA certified ISO 14001:2015 Lead Auditor training - make your business lean and boost customer satisfaction.
- BSI Business Improvement Software will help you to manage systems and drive performance.
- Your **BSI Client Manager** will visit you regularly to make sure you remain compliant and support your continual improvement.

# BSI Training Academy

The BSI Training Academy is a world leader in helping clients develop the knowledge and skills they need to embed excellence in their organizations. We offer a range of ISO 14001 training solutions that can be tailored to your needs. Our training courses are developed by experts in their fields who have been directly involved in the development of ISO 14001 so when you train with us you'll benefit from their expertise.

Using the latest research, our accelerated learning approach is proven to fast-track learning and improve knowledge retention. Our experienced tutors can help you get to grips with the matters that concern you and your organization directly, whether delivered in-house or as part of an open course where other delegates can share their experience.

Courses that help you understand ISO 14001:2015 Environmental Management Systems include:

## **ISO 14001:2015 Senior Management Briefing**

- Two-hour face-to-face session
- Understand the purpose of ISO 14001:2015 and the leadership responsibilities outlined in the standard
- Important for top management of organizations implementing to ISO 14001:2015

## **ISO 14001:2015 Requirements**

- One-day classroom-based training course
- Learn about the structure and key requirements of ISO 14001:2015
- Essential for anyone involved in the planning, implementing, maintaining, supervising or auditing of an ISO 14001:2015 EMS

## **ISO 14001:2015 Implementation**

- Two-day classroom-based training course
- Discover how to apply a typical framework for implementing ISO 14001:2015 following the PDCA cycle and using the handy resources contained in the good practice toolkit
- Recommended for anyone involved in the planning, implementing, maintaining, supervising or auditing of an ISO 14001:2015 EMS

## **ISO 14001:2015 Internal Auditor**

- Two-day classroom-based training course
- Learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities
- Ideal for anyone involved in auditing, maintaining or supervising an ISO 14001:2015 EMS

## **IRCA Certified ISO 14001:2015 Lead Auditor**

- Five-day classroom-based training
- Gain the knowledge and skills required to undertake and lead a successful management system audit
- Recommended for anyone involved in auditing, maintaining or supervising an ISO 14001:2015 EMS

## **ISO 14001:2015 Best Practice Programme**

- Six-day in-house programme
- Understand, implement and audit the requirements of the standard with additional gap assessment
- Recommended for any organization wanting a flexible tailored solution to embed ISO 14001, retain knowledge in-house and add real value



# BSI Business Improvement Software

## **Accelerate implementation time and deliver continual improvements**

The decision to implement a new management system standard is a huge opportunity to drive business improvement, but initiating, implementing, and maintaining this can also be a challenge. Ensuring you get the most from your investment is a key driver to your future success. BSI business improvement software provides a solution that can significantly reduce the cost and effort to an effective management system such as ISO 14001. It can be configured to the requirements of ISO 14001 and provide your organization with the tools necessary to manage essential elements of ISO 14001 across your organization. The start of your ISO 14001 journey is an ideal time to implement BSI business improvement software to support your EMS.

## **It can help you to:**

- Accelerate implementation time by up to 50%
- Manage your document control effectively
- Provide company-wide visibility on implementation of the standard so you know exactly where you are at any one time
- You can easily and accurately input actions related to audits, incidents/events, risk and performance
- Through its customizable dashboards and reporting tools it gives you early insight into trends that help you make business decisions early on and drive improvement

The savings are the costs you avoid because you could not see what was happening at the facility level.



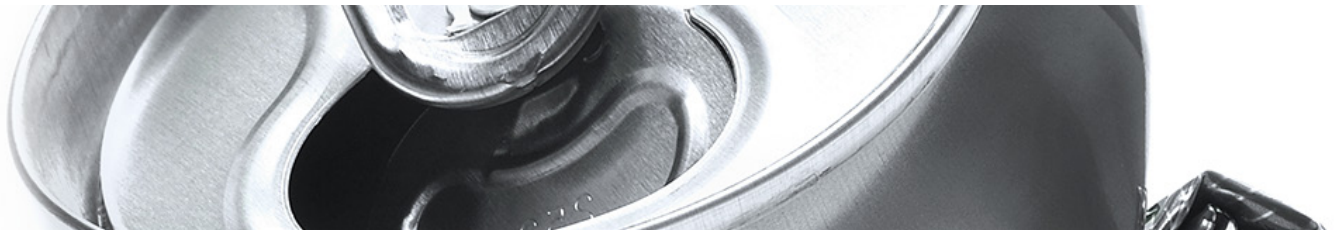
# Why BSI?



BSI has been at the forefront of ISO 14001 since the start. And it was originally based on BS 7750, the first environmental management system standard which was developed by BSI in 1992, the year of the first Earth Summit in Rio. And we've been part of its development ever since, evolving ISO 14001 to where it is today. That's why we're best placed to help you understand, implement and benefit from the standard.

At BSI we create excellence by driving the success of our clients through standards. We help organizations to embed resilience, helping them to grow sustainably, adapt to change, and prosper for the long term. We make excellence a habit.

For over a century our experts have been challenging mediocrity and complacency to help embed excellence into the way people and products work. With 80,000 clients in 182 countries, BSI is an organization whose standards inspire excellence across the globe.



## Our products and services

We provide a unique combination of complementary products and services, managed through our three business streams; Knowledge, Assurance and Compliance.

### Knowledge

The core of our business centres on the knowledge that we create and impart to our clients. In the standards arena we continue to build our reputation as an expert body, bringing together experts from industry to shape standards at local, regional and international levels. In fact, BSI originally created eight of the world's top 10 management system standards.

### Assurance

Independent assessment of the conformity of a process or product to a particular standard ensures that our clients perform to a high level of excellence. We train our clients in world-class implementation and auditing techniques to ensure they maximize the benefits of our standards.

### Compliance

To experience real, long-term benefits, our clients need to ensure ongoing compliance to a regulation, market need or standard so that it becomes an embedded habit. We provide consultancy services and differentiated management tools to facilitate this process.



Find out more  
Call: +27 12 004 0273  
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