

3.5 System documentation

The system document structure for an EMS according to ISO 14001:1996, is similar as ISO 9001:2000. Therefore it is referred to chapter 2.2, for details on the structure, the composition of the environmental manual, procedures and work instructions.

Go to the next page for the Environmental management system manual.

Use the examples on the following pages.
Then go back to 3.1 and implement the EMS.



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Environmental Management System Manual

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1. General

Policy

The management team of the organisation and all its employees are committed to the protection of the environment.

We recognise the value of environmental responsibility and are committed to continual improvement, prevention of pollution and the reduction of resource consumption.

We will comply with the relevant environmental legislation, regulations and other requirements to which we subscribe.

Our management team establishes the framework for setting and reviewing environmental objectives and targets through its periodic management review process.

Our environmental policy is documented in this environmental management system manual. It is implemented, maintained and communicated to all employees. This environmental policy is available to the public through our web site and in the reception area of our organisation.

1.1 Purpose and scope

This Environmental Management System Manual documents the organisation's EMS system to demonstrate the organisation's commitment to adhere to the requirements of those standards and regulations listed in the applicable standards and regulations section of this manual. This EMS manual applies to all functions within the organisation.

The organisation's EMS provides a mechanism for environmental management throughout all areas and departments. The environmental management system is designed to cover environmental aspects which a facility can control and directly manage, and those it does not control or directly manage but can be expected to have an influence.

1.2 Applicable standards and regulations

ISO 14001:1996 Environmental management system – specification with guidance for use.

2. Company information

Organisation's name
Address
Phone
Fax
E-mail
Web site
Contact person

3. Definitions

Top management	Management team lead by the Managing Director of the organisation. This management team has the executive responsibility for performance of the business, the EMS and the QMS.
Management representative	The Managing Director has delegated a part of his operating responsibility to the Management Representative. The Managing Director remains responsible for all operations and actions.
EMS	The environmental management system
QMS	The quality management system
ISO-team	Group of employees of different levels implementing the EMS and assessing risks and liabilities to optimise the effectiveness of the EMS.
EMP	Environmental management program

3.1 Issue and update

The control of this manual is in accordance with the document control procedure.

This manual is available in all departments and on all process operating areas on screen in electronic data format and is therefore up-to-date.

This means that all hard copies are not controlled documents. Before using them, the revision number and date must be checked with the electronic data version to ensure that the hard copy is not obsolete. Hard copies may be only used for reference purposes.

The Management Representative or designee following approval by the Managing Director will issue amendments to this manual.

4. EMS requirements

4.1 General requirements

4.2 Environmental policy

The organisation's environmental policy (the policy) is endorsed by the Managing Director.

The policy covers all activities at the organisation. The policy includes a commitment to continual improvement and prevention of pollution, as well as a commitment to meet or exceed relevant environmental legislation, regulations and other requirements.

The policy will be reviewed annually by top management, communicated to all employees and made available to the public in accordance with the Internal and External Communication procedure.

Reference material

ISO 14001:1996 clause 4.2

Applicable procedures

Internal and external communication procedure

4.3 Planning

4.3.1 Environmental aspects

The organisation's ISO-team lead by the Management Representative identifies the environmental aspects, which the facility controls and over which it may be expected to have an influence, and determines which of those aspects are considered significant. Discussions regarding significance are recorded in ISO-team meeting minutes. These aspects are reviewed at least semi-annually by the ISO-team or when there is a new or changed process or activity at the facility. The Management Representative maintains ISO-team minutes and other records.

Reference material

ISO 14001:1996 clause 4.3.1

Applicable procedures

Procedure identifying environmental aspects and impacts

Procedure review of environmental projects

Environmental aspects matrix

Summary of environmental aspects

4.3.2 Legal and other requirements

The Organisation has established an environmental procedure for the purpose of identifying, accessing and communicating legal and other requirements that are applicable to the facility. Additional information is also available through legal publications. Local regulations are identified, accessed and communicated by the Management Representative. At least annually the Management Representative will review the most current national, regional, provincial, state and local legal and other requirements as applicable to organisation.

Reference materials

Legal and other requirements

ISO 14001:1996 clause 4.3.2

Applicable procedures

Environmental regulations and other requirements

Objectives and targets

The organisation has established and maintains documented environmental objectives and targets, at each relevant function and level within the organisation in a Business Performance Matrix. When establishing and reviewing its objectives, the organisation considers the legal and other requirements, its significant environmental aspects, its technological options and its

financial, operational and business requirements, and the views of the organisation's audit program, including any schedule, is based on the environmental importance of the activity concerned per applicable procedure, and the results of previous audits.

In order to be comprehensive, the audit procedure covers the audit scope, frequency and methodologies, as well as the responsibilities and requirements for conducting audits and reporting the results.

Reference materials

Business performance matrix

ISO 14001:1996 clause 4.3.3

Applicable procedures

Procedure identifying environmental aspects and impacts

Procedure environmental management program, objectives and targets

Procedure review of environmental projects

4.3.4 Environmental management programs

The ISO-team establishes environmental management programs (EMP) as a means for achieving objectives and targets. These programs define the principal actions to be taken, those responsible for undertaking those actions and the scheduled times for their implementation. The EMP's are developed by the ISO-team and approved by the Management Team.

Reference material:

ISO 14001:1996 clause 4.3.4

Applicable procedures

Procedure identifying environmental aspects and impacts

Procedure environmental management program, objectives and targets

Procedure review of environmental projects

4.4 Implementation and operation

4.4.1 Organisational structure and responsibility

Environmental management system roles, responsibilities and authorities are defined at relevant functions and levels within the organisation. The Management Team jointly provides the resources essential to the implementation and control of the environmental management system, including: training, human resources, speciality services, and financial resources, technical and informational services. The Management Representative has primary responsibility for establishing, operating and maintaining the EMS. The ISO-team provides routine EMS support and reports directly to the Management Representative.

Reference material

ISO 14001:1996 clause 4.4.1

4.4.2 Training, awareness and competence

The organisation identifies, plans, monitors and records training needs for personnel whose work may create a significant impact upon the environment. The organisation has an environmental procedure to train employees at each relevant function and level so they are aware of the environmental policy, significant environmental aspects, their roles and responsibilities in achieving conformance with the policy and procedures, and with the requirements of the environmental management system. The training co-ordinator is responsible for maintaining employee-training records. Appropriate records are monitored and reviewed on a scheduled basis. The employee's supervisor determines competency. An environmental training plan is defined in the Training Matrix.

Reference material

ISO 14001:1996 clause 4.4.2

Training Matrix

Applicable procedures

Procedure environmental training and awareness

4.4.3 Communication

The organisation has established and will maintain a procedure for internal and external communications regarding environmental aspects and the EMS.

Reference material

ISO 14001:1996 clause 4.4.3

Applicable procedures

Internal and external communication procedure

4.4.4 Environmental management system documentation

This manual identifies all documents relevant to the EMS. A copy of EMS documents, other than visual aids and records, can be obtained from the Management Representative or designee.

Reference material:

ISO 14001:1996 clause 4.4.4

4.4.5 Document control

The organisation has established an environmental procedure for controlling all documents related to the environmental system. This procedure describes where documents can be located and how and when they are reviewed. The procedure ensures that current versions are available and that obsolete documents are promptly removed from use or are suitably identified. Controlled documents are obtainable on screen.

Reference material

ISO 14001:1996 clause 4.4.5

Applicable procedures

Procedure formatting environmental procedures, work instructions & forms

Document control procedure

4.4.6 Operational control

The ISO-team is responsible for identifying operations and activities associated with significant environmental aspects that require operational controls in procedures, work practices or environmental management programs.

These documents define the mechanisms for the establishment, implementation and maintenance of the EMS and ensure that the system is maintained in accordance with the environmental policy and objectives and targets and is communicated to suppliers and contractors.

System procedures: Cover the management and control of both the EMS and the principal environmental aspects, which the system manages. These procedures are organisation wide in their application.

Work instructions: Cover the environmental control of specific operational activities and are usually activities specific in their application.

Reference material

ISO 14001:1996 clause 4.4.6

Applicable procedures

EMS operating procedure

Document control procedure

4.4.7 Emergency preparedness and response

The organisation has an environmental procedure to identify potential for and respond to accidents and emergency situations, and for preventing and mitigating the environmental impacts that may be associated with them. Emergency methods are reviewed by the ISO-team on an annual basis and after the occurrence of accidents or emergency situations.

Reference material

ISO 14001:1996 clause 4.4.7

Applicable procedures

Procedure preparedness and response

4.5.1 Monitoring and measurement

The organisation has established an environmental procedure to monitor and measure the key characteristics of its operations and activities that can have a significant impact on the environment. This procedure includes calibration and maintenance requirements and ensures that records will be retained.

The organisation has established an Environmental Regulatory Compliance Program. The procedure outlines the requirements of the program and to periodically review regulatory compliance and report results to management on a yearly basis

Reference material

ISO 14001:1996 clause 4.5.1

Applicable procedures

Procedure environmental management system and regulatory compliance audits

Procedure monitoring and measurement

4.5.2 Non-conformance and corrective and preventive action

The organisation has an environmental procedure for defining responsibility and authority for handling and investigating non-conformances, for taking action to mitigate impacts, and for initiating and completing corrective and preventive action. Any changes in procedures resulting from corrective and preventive actions are implemented and recorded. The Audit Program Leader maintains these records.

Reference material

ISO 14001:1996 clause 4.5.2

Applicable procedures

Procedure non-conformance, corrective and preventive action

4.5.3 Records

The Organisation has an environmental procedure for the identification, maintenance and disposal of environmental records. These records include training records and the results of audits and reviews.

They are readily retrievable and protected against damage, deterioration and loss. The areas and departments maintain their own environmental records. Record and document retention is also specified in the procedure.

Reference material

ISO 14001:1996 clause 4.5.3

Applicable procedures

Procedure environmental records

4.5.4 Environmental management system audit

Periodic system audits are conducted to ensure that the environmental management system has been properly implemented and maintained. The results of these audits are provided to management. Audits are performed according to a schedule, which is based on the

Environmental importance of an activity, the results of previous audits and the audit schedule. All auditors are trained and audit records are kept with the Audit Program Leader.

Reference material

ISO 14001:1996 clause 4.5.4

Planning system audits

Applicable procedures

Procedure environmental management system and regulatory compliance audits

4.6 Management review

The Management Team reviews all elements of the EMS annually to ensure its continuing suitability, adequacy and effectiveness. Meeting minutes record these reviews and are kept by the Management Representative or designee.

Reference material

ISO 14001:1996 clause 4.6

Applicable procedures

Procedure environmental management system review

5. List of procedures and forms applicable to the EMS manual

Procedure environmental management system review
Procedure environmental records
Procedure non-conformance, corrective and preventive action
Internal and external communication procedure
Procedure identifying environmental aspects and impacts
Procedure review of environmental projects
Procedure environmental management programs, objectives and targets
Procedure environmental training and awareness
Procedure formatting environmental procedures, work instructions and forms
Document control procedure
Procedure preparedness and response
EMS operating procedure
Procedure environmental management systems and regulatory compliance audits
Procedure monitoring and measuring
Environmental aspects matrix
Summary of environmental aspects
Business performance matrix
Training matrix
Planning system audits

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Internal and External Communication Procedure

- Scope:** This procedure covers the method for addressing communications as required by ISO 14001.
All communication about environmental matters is co-ordinated by the Management Representative. Without the needed authority, employees are not allowed to address this matter.
- Responsibility:** The Management Representative is responsible to ensure that this procedure is communicated to all employees. The Management Representative is responsible for maintaining this procedure.
- Procedure:** The following describes the procedure for all communications both internal and external dealing with environmental, safety and health issues. Issues that may be communicated are: audit finding, spills, waste generation, accident information, soil contamination, risk assessment, control information, etc

Internal Communications

Responsible for ensuring that internal communications take place regarding the company's environmental, safety and health aspects, the Environmental Management System (EMS), the Safety Management System (SMS) and their respective policies. Waste generation status will be posted quarterly.

Environmental program status and other environmental updates will be posted periodically on the "Environmental News" bulletin board.

Accident information is updated monthly. Other Safety and Health updates will be posted periodically on the "Safety and Health News" bulletin board.

Environmental, safety and health information will be communicated by utilising a variety of media to include, but not limited to, the following:

- Bulletin board notices
- Communication Meetings
- Network
- Employee handbooks
- Posters / banners
- E-Mail distribution

External Communications

Receipt and Processing

- Receive all communications from external interested parties.
- Review and log any relevant communication.
- Answer communications that fall within this scope of responsibility.
- Forward communications to other responsible departments including, but not limited to, corporate environmental, safety and health.

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Communications on significant environmental, safety and health aspects.

As part of the strategic review consideration to external communication of it significant environmental, safety and health aspects and document its decision in the meeting minutes.

References:

ISO 14001:2000
Environmental manual

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Procedure Identifying Environmental Aspects and Impacts

Scope: This procedure covers the methods for identifying environmental aspects and significant impacts.

Responsibility: The Management Representative is responsible for overseeing the application of this procedure and involving other employees as appropriate.
The Managing Director is responsible for making these individuals available to participate in the aspects evaluation.

Definitions:

Environmental aspects as defined in ISO 14001:1996 are components of the organisation's activities, products and services that are likely to interact with the environment.

Environmental impacts are as defined in ISO 14001:1996 are any changes to the environment, whether adverse or beneficial, wholly or partially resulting from the activities, products and services of the organisation.

Purpose:

This procedure covers activities, service and products that the organisation can control and over which it can be expected to have an influence. Significant environmental aspects identified during this process will be considered in establishing environmental objectives and targets for the organisation.

The organisation will perform a baseline evaluation of current and past products and services. Data, which may be used to identify and evaluate environmental aspects, may include past contamination and damage reports, compliance audits, incident investigation reports, permits, chemical and waste inventories etc.

The baseline evaluation will focus on those activities, services and products over which the organisation exerts direct control. Examples of categories of aspects to be evaluated include:

- Air emissions
- Water and surface water discharges
- Waste management
- Energy management
- Contamination of soil
- Subsided/sunk land
- Raw materials
- Used natural resources
- Other local environmental and community issues

This process will consider actual and potential environmental aspects associated with:

- Normal operating conditions
- Shut-down and start-up conditions
- Realistically foreseeable or emergency situations

Potential environmental aspects which are not under the organisation's direct control, but over which the organisation can reasonably be expected to have influence, will be evaluated at such time as management deems appropriate.

The organisation's environmental aspects are re-evaluated, as needed, considering changes in evaluation methodology or significant changes in the facility's process or products. At a minimum,

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The evaluation is updated prior to the introduction of a new process or substantially different raw material into the organisation.

Procedure:

1. The Management Representative is responsible for overseeing the application of the procedure and involving other employees as appropriate. Other employees may include representatives from environmental, health and safety, engineering, line management, maintenance, facility management, product design and development, product realisation and other functions, as appropriate.
2. The Managing Director is responsible for making these individuals available to participate in the aspects evaluation. The environmental aspects evaluation is performed according to the schedule established by the Management Representative. Environmental aspects are evaluated using the categories and the types of data elements described in the environmental aspects matrix. The management representative is responsible for making relevant data available to the individuals performing the aspects evaluation.
3. Identified environmental aspects are evaluated for actual and potential environmental impact using a risk-based methodology. Each impact is categorised as significant, or not significant and assigned numerical risk rating. Aspects, which are determined to have an associated actual or potential significantly environmental impact, are considered significant environmental aspects.
4. The results of the aspects evaluation process are recorded using the environmental aspects matrix. Aspects are prioritised according to their numerical risk rating generated from the environmental aspects matrix.
The management representative is responsible for working with plant management to ensure that identified significant environmental aspects are considered in setting environmental objectives and targets.
5. The results of the most recent environmental aspect/impact evaluation are reviewed as part of the management review process. Based on this review, the organisation's management determines the need to update the summary of environmental aspects, impacts and risks and acts accordingly.
6. Every 30 days or sooner if needed, the Management representative will check with the involved individuals the status of the actions decided and report back to the Managing Director.

References:

ISO 14001 :1996
Environmental aspects matrix
Summary of environmental aspects

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EMS Operating Procedure

Scope:

This procedure covers the methods for operating effectively the organisation's environmental management system (EMS).

To provide a documented statement of the organisation's policy relative to the operation and control of its Environmental Management System (EMS).

This section is structured to correspond to the EMS requirements defined in ISO 14001.

The following defines the organisation's policy relative to the establishment and maintenance of its EMS.

Responsibility:

The Management Representative is responsible for overseeing the effective functioning of the EMS.

All functions within the manufacturing operations that are affected by the requirements of ISO 14001.

The Managing Director has final responsibility.

Procedure:

Environmental Policy

Employees are committed to being environmentally responsible corporate citizens. This will entail:

Being pro-active in our efforts to improve production processes to eliminate waste;

Seeking out and considering current technologies in:

- Wastewater discharge reduction
- Soil contamination or sinking
- Solid waste handling and disposal
- Hazardous materials handling and storage
- Environmental preferred packaging
- Reusable material handling and recycling systems
- Other environmental issues

Through the use of these technologies and systems, the organisation will continue to move forward toward our objective of zero waste discharge through continual improvement.

Manufacturing Operations is committed to complying with relevant environmental legislation, regulations, and the corporate environmental policy.

The Environmental Policy will be made available to any member of the public requesting it.

Planning

1. Environmental Aspects:

Documented procedures are maintained to identify the environmental aspects of the organisation's activities and products that it can control and over which it can be expected to have an influence. These aspects are identified in order to determine those, which have, or can have, significant impact on the environment. Those aspects related to significant impact are considered in setting the organisation's environmental objectives.

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The procedure is the responsibility of the Management Representative and includes update provisions to ensure that the information concerning environmental aspects is kept up to date.

2. Legal and Other Requirements:

Procedures are maintained to identify and provide access to legal and other requirements to which the organisation subscribes that are directly applicable to the environmental aspects of its activities and products.

3. Objectives and Targets:

Procedures are maintained for establishing and maintaining documented targets at each relevant function and level within the company.

The procedures include provisions for the consideration of legal and other requirements, significant environmental aspects, technological options, financial, operational and business requirements and the views of interested parties when establishing and reviewing EMS objectives.

The objectives and targets are reviewed to ensure that they are consistent with the environmental policy including the commitment to prevention of pollution.

4. Environmental Management Programs:

Management programs are established and maintained. At a minimum, the programs include:

- Designation of the responsibility for achieving objectives and targets at each relevant function and level of the organisation.
- The means and time frame by which they are to be achieved.

The procedure includes provisions for the review of new and/or modified activities and products to ensure they are taken into consideration in establishing and/or modifying management programs.

Implementation and Operations

1. Structures and Responsibility:

The roles, responsibilities, and authorities of key personnel are defined. Management personnel are responsible for providing resources within their functional areas essential to the implementation and control of the EMS. These resources include human resources, specialised skills, technology, and financial resources.

The Management Representative has responsibility and authority for:

Ensuring that the EMS requirements are established, implemented, and maintained in accordance with this policy document.

Reporting on the performance of the environmental management system to top management for review and as a basis for improvement of the EMS.

2. Training, Awareness and Competence:

Procedures are maintained for identifying training needs. All personnel whose work may create a significant impact upon the environment receive appropriate training as defined by procedures.

Procedures are maintained to make employees at each relevant function and level aware of:

- The importance of conformance with the environmental policy, procedures and the requirements of the EMS.
- The significant environmental impact, actual or potential of their work activities, and the environmental benefits of improved personal performance.
- Their roles and responsibilities in achieving conformance with the environmental policy, procedures, and requirements of the EMS including emergency preparedness and response requirements.
- The potential consequences of departure from specified operating procedures.

Competency of personnel performing tasks, which can cause significant environmental impact, is based on appropriate education, training and/or experience.

3. Communication:

Procedures are maintained for:

- Internal communications between various levels and functions of the organisation.
- Receiving documentation and responding to relevant communications from external interested parties regarding the organisation's environmental aspects and EMS.

Procedures are maintained for consideration of external communications on significant environmental aspects. Decisions related to these considerations are recorded.

4. Environmental Management System Documentation:

The core elements of the EMS are defined in this policy document. The interaction and directions to related documentation of these elements are defined in this policy document and the referenced procedures.

5. Document Control:

Procedures are maintained for controlling all documents required by this policy to ensure that:

- They can be located.
- They are periodically reviewed and revised as necessary and approved for adequacy by authorised personnel.
- The current versions of relevant documents are available at all locations where operations essential to the effective functioning of the system are performed.

- Obsolete documents are promptly removed from all points of issue and points of use.
- Obsolete documents retained for legal and/or knowledge preservation purposes are identified.

Documentation is maintained such that it is legible, dated (with dates of revision) and readily identifiable. It is maintained in an orderly manner with retention period specified.

Procedures are maintained defining responsibilities for, and methods of, creation and modification of all documents within the system.

6. Operational Control:

Procedures are maintained to identify operations and activities associated with the identified significant environmental aspects. These activities, including maintenance, are planned in order to ensure that they are carried out under specified conditions.

Documented procedures are maintained to cover applicable activities as listed below. These procedures include operating criteria as appropriate.

Documented procedures exist for communicating relevant procedures and requirements to suppliers and contractors.

7. Emergency Preparedness and Response:

Procedures are maintained for identifying the potential for, and responding to accidents and emergency situations, and for preventing and mitigating the associated environmental impacts.

Emergency preparedness and response procedures are reviewed and revised after the occurrence of accidents or emergency situations.

Tests of the emergency preparedness and response procedures are conducted according to a schedule established by Management Representative.

Checking and Corrective Action

1. Monitoring and Measurement:

Documented procedures are maintained to regularly monitor and measure the key characteristics of operations and activities that can have a significant impact on the environment. These procedures include provisions for recording information and retrieve information.

Documented procedures are maintained for the periodic evaluation of compliance with relevant legislation and regulations.

2. Non-conformance and Corrective and Preventive Action:

Documented procedures are maintained for defining responsibility and authority for handling and investigating non-conformances, taking action to mitigate any impacts caused, and for initiating and completing corrections and preventive actions.

Changes in the documented procedures resulting from corrective and preventive actions are implemented and recorded.

3. Records:

Documented procedures are maintained for the identification, maintenance, and disposition of environmental records. These records include training records and the results of audits and reviews.

The records are maintained such that they are legible, identifiable and traceable to the relevant activity, product or service. They are stored and maintained in such a way that they are readily retrievable and protected against damage, deterioration or loss. Retention times are established and recorded.

Records are maintained to demonstrate conformance to the requirements of this standard.

4. Environmental Management System Audit:

Documented procedures are maintained to define the environmental management system audit program. The program requires periodic audits be carried out in order to determine whether or not the EMS:

- Conform to the requirement of ISO 14001 and the Environmental Manual.
- Is implemented and maintained in accordance with the Environmental manual.

Information on the results of audits is one of the inputs to the formal management review.

The audit program is based on the environmental importance activities and the results of previous audits. The audit procedures include audit scope, frequency, methodologies, responsibilities and requirements for conducting and reporting results.

5. Management Review:

Documented procedures exist for the review of the EMS by top management to ensure its continuing suitability, adequacy and effectiveness. Minutes of the review meeting are recorded.

The EMS is reviewed for the possible need for changes to policy, objectives, and other elements of the EMS in light of EMS audit results, changing circumstances, and the commitment to continual improvement.

References:

ISO 14001:1996
Management programs procedure
Environmental policy
Communication procedure
Procedure periodic evaluation of legislation and regulations