UTILITY SUPPORT
SOLUTIONS LIMITED

Environmental Manual

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1 Introduction

This document forms the basis of the company’s Environmental Management System (EMS). The controlled copies of this manual exist only as electronic masters on the company’s computer system, photocopies or other copies are not maintained.

2 Definitions

The “company” referred to throughout this document is Utility Support Solutions Ltd.

With respect to BS EN ISO14001:2015: -

The sections within this manual relate to the relevant clauses in the standard. Where the Standard refers to the “organisation”, this manual uses the term “Company”.

4 Context of the Organisation

4.1 The Organisation and its Context

See Management System Manual

4.2 The Needs and Expectations of Interested Parties

Internal	Expectations	External	Expectations
Employees	They have a safe & healthy working environment and they understand their roles and responsibilities. That they have the competencies required to carry out their role.	The Client	We meet their needs and requirements.
Shareholders	The company maintains profitability	The public	They suffer minimum inconvenience from disruption, noise and visual appearance of the premises.
Board Members	The company meets all regulatory and legislative requirements and makes a profit.	Neighbours	Noise, visual impact and environmental issues are acceptable
		Regulators	The company complies with all relevant legislative and regulatory requirements.

4.3 Scope of the Environmental Management System

This Environmental Management System operates in conjunction with the company Management System Manual. All common processes and procedures, such as Document Control are described in the System Manual and apply to this management system. This document describes the unique Environmental Processes and Procedures.

4.4 Environmental Management System

The Company is committed to achieving Sustainable Development by communicating a policy and environmental objectives to all employees and by implementing, reviewing and continually improving its environmental processes and procedures.

To achieve this, an Environmental Management System exists containing a series of documented procedures which are utilised to manage the organisations environmental performance and responsibilities. The system is designed to help the company achieve its environmental objectives and meet the requirements of its environmental policy.

5 Leadership

5.1 Leadership and Commitment

Directors and Senior management set, monitor and review the Environmental Policy and objectives and ensure these are communicated to all staff.

Senior management shall ensure that:

- The environmental policy and objectives are suitable for the business.
- The policy and objectives are communicated to and understood by all employees.
- They promote improvement.
- And promote the use of the process approach and risk-based thinking.

They shall ensure the resources required to meet the requirements of the company policies and objectives are determined and made available and that the management systems are integrated into the business processes.

Senior management shall be represented at the management review and take an active part by supporting employees in their roles.

5.2 Environmental Policy

See Environmental Policy Statement, this policy can be made available to interested third parties by a director of the company.

5.3 Organisational Roles, Responsibilities and Authorities

See Organisational Chart

For the purposes of the Environmental Management System the following roles and responsibilities apply:

Directors and senior Management

- Establish and communicate the Company Environmental Policy and Objectives to all employees.
- Commitment to the effective management and control of environmental effects.
- Commitment of appropriate resources for the control of environmental effects
- Commitment to applicable legal compliance and prevention of pollution
- Review & improvement of the Environmental Management System.
- Approval of Environmental Management Systems and related activities.

Management Representative.

- Maintaining compliance with Environmental Management System requirements.
- Managing Environmental Audits to ensure compliance with system requirements.
- Conducting Environmental Risk Assessments as and when required on projects.
- Monitor Environmental Legislation changes and report on necessary system changes.
- Reporting on the performance of the Environmental Management System to directors.
- Authority to investigate non-conformance and initiate remedial actions.

Line Management

- Management and control of business activities according to policies & procedures.
- Ensuring compliance of employees to environmental policies, procedures, objectives and goals.

- Ensuring as far as possible compliance of sub-contractors to Environmental Procedures.
- Continual monitoring of Environmental Aspects and Impacts on operational sites.
- Contribute to the Continual Improvement of the Environmental Management System.
- Authority to handle non-conformance and ensure remedial action is completed.

Employees

- Compliance with all environmental policies and procedures.
- Contribute to the achievement of environmental targets and objectives.
- Duty of Care responsibilities for colleagues when carrying out their duties.
- Practice environmental awareness and protection while on duty.
- Inform Management of “Non-compliant” environmental issues.
- Be vigilant that their work activities can have an impact on the environmental.
- Follow the environmental strategy for site management, housekeeping and waste control.

6 Planning

6.1 Actions to Address Risks and Opportunities

Environmental Aspects and Impacts
The company maintains a register of environmental aspects and determines the impacts on the environment by scoring the assessment. Those with significant impacts are identified and monitored. See procedure SP09 – Environmental Aspects and Impacts procedure.

Legal and Other Requirements

The company maintains a record of environmental legislation that applies to the business on the Environmental Aspects Register and in the same register any other environmental requirements that may come from other sources. Periodically the government website www.netregs.gov.uk is utilised to review the latest legislation applicable to the business. See SP14 - Legal Requirements procedure.

6.2 Environmental Objectives and Planning to Achieve Them

Objectives, targets and Programmes
The company maintains a set of environmental objectives that are reviewed at least annually at the management review meetings. These objectives are Specific, Measurable, Achievable, Realistic and Time bound and are recorded on the BUSOBJ01 – Business Objectives.

Specific actions to achieve the objectives are determined and documented and responsibilities for implementing allocated.

The progress of actions relating to the set objectives are monitored by senior management on a regular basis and at the management review meetings.

7 Support

7.1 Resources

See Management System Manual, SP02 Training, SP10 Inspection and Testing, Transport Plant and Equipment log.

7.2 Competence

See Management System Manual, SP02 Training

7.3 Awareness

See Management System Manual, SP02 Training

7.4 Communication

See Management System Manual, SP07-ConsultationAndCommunication.

7.5 Documented Information

See Management System Manual, SP02 Training

8 Operation

8.1 Operational Planning and Control

Operational planning and control specific to environmental issues is documented in SP09 – Environmental Aspects and Impacts.

The procedure SP09 – Environmental Aspects and Impacts procedure defines how the significant aspects are determined and the Register of Aspects lists them.

8.2 Emergency Preparedness and Response

The company maintains records for all environmental aspects and impacts. Each documents the emergency actions required should an incident occur. Where practicable these are tested at least annually.

Personnel are trained and competent in operational functions and instructed in related Environmental and Occupational Health & Safety aspects.

See SP08 – Emergency Preparedness and Response for general emergency responses.

9 Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

Monitoring and Measurement
The company uses a system of planned audits to monitor the operations that are listed as having significant impact and to monitor the effectiveness of the company's objectives programmes. The audits are carried out and recorded as described in SP05 - Audit procedures.

The company has also identified Environmental objectives and key performance indicators that are analysed and reviewed at the management review meetings, from this the effectiveness of the EMS is evaluated.

Evaluation of Compliance
The audit procedures are used to monitor compliance to the legislative and other requirements and documented and recorded as described in SP05 - Audit procedures.

Corrective and Preventive Actions
On observing a non-conformity or likelihood of a non-conformity SP06-Non-conforming Product or Materials, Corrective and Preventive Action procedure is implemented to document and control the activities that result from the findings. Corrective and preventive actions are reviewed at the management review.

Control of Records
See SP01-Control of Documents & Records for details of how records are controlled and reviewed.

Related Documents
SP05 - Audit procedures
SP06-Non-conforming Product or Materials, Corrective and Preventive Action procedure
SP01-Control of Documents & Records
Internal Audit Plan
Business Objectives

9.2 Internal Audit

Internal audits are carried out to the Internal Audit Plan as described in SP05 - Audit procedures. The results of audits are reviewed at the management review.

9.3 Management Review

See Management System Manual

10 Improvement

10.1 General

Opportunities for improvement may come from several sources, e.g. suggestions, internal audits, clients, suppliers and external audits. All opportunities for improvement are recorded on the Improvement Note system.

10.2 Non-conformity and Corrective Action

The Management Representative with the assistance of the appropriate Manager is responsible for investigating the cause of non-conformities throughout the company whether during the re-instatement process or after subsequent checks.

Concessions, site incidents and other non-conformities occurring during a re-instatement shall be noted for discussion and any remedial action formally agreed in accordance with contract requirements or Local Authority guidelines or conditions. Details must be recorded in the Improvement Note system. The manager then establishes the root cause and takes appropriate action to prevent re-occurrence where necessary then reviews the effectiveness of the action after an appropriate interval.

10.3 Continual Improvement

The Management System has as one of its principle objectives, the promotion of continual improvement. Comments/feedback from the client in the form of complaints, audits/assessments and contract/project reports shall be recorded in the Improvement Note system and used as a basis for the evaluation of working practices and improvements made wherever appropriate.

The Company is committed to Continual Improvement and has a Preventive Action / Improvement Philosophy that is explained to new starters during induction training and actively promoted by management and the staff.

All suggestions/comments brought to the attention of Management are recorded in the Improvement Note system and appropriate action taken where practical.

As part of the Internal Audit procedure, provision is made to note any suggestions from personnel regarding improvements to methods, processes or activities including working environment.

10.4 Related Documents

SP06-Non-conforming Product or Materials, Corrective and Preventive Action procedure
Improvement Notes

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