

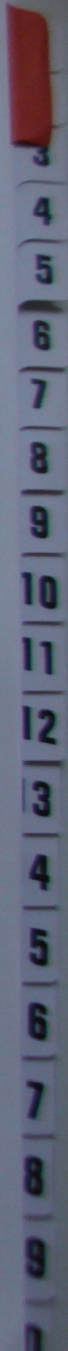
Creating your own Environmental
Manual
for
ISO14001:2004
from

' Lignum Joinery Products Ltd. '



Part 1 - The Guidance

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1. Creating your company's Environmental Manual and working towards certification

You are about to begin working towards certification to the principal standard for Environmental management systems:

ISO14001:2004 - Environmental Management Systems - Requirements

The kit which you have purchased is the starting point and comprises:-

- ◆ A template Environmental Manual which is complete and functionally suitable for a typical bespoke joinery/furniture/timber products manufacturer, using standard raw materials on a typical manufacturing site.
- ◆ A CD containing all of the information in the Environmental Manual, in a format which is accessible using Microsoft Office®.
- ◆ A half-day visit to your company by an experienced consultant, who will help you to understand the concept of 'Environmental System Management' and then help you to plan and start your project.
- ◆ These Guidance Notes, which explain how to change the template manual to reflect the operations, methods and products of your own company.

In addition, should you wish, your company can utilize the *continuing* support of Lignum Associates Ltd's consultants, to help you in your journey towards successful certification. Your consultant will have substantial experience in helping similar companies achieve certification.

1.1. The steps in the process

- ◆ Read Part 1 - Section 2 of this manual, which describes our fictitious company - Lignum Joinery Products Ltd. Make notes of how your own company operates by comparison.
- ◆ Load the information from the CD onto your own PC
- ◆ Contact your consultant to arrange your half-day introduction to the principles of Environmental Management.
- ◆ Read Part 1 - Section 3 to get additional explanation of the principles of ISO14001 and some of the detailed requirements.
- ◆ Read Part 1 - Section 4 to receive specific instructions on how to review each section of the Environmental Manual, to convert it into your own.
- ◆ Remove all of Part 1, from the manual, so that all that is left is Part 2 - which will become the framework of your own company's Environmental Manual.
- ◆ When you have converted it, get your manual checked by the consultant working with you to ensure all of the key points have been covered.
- ◆ Implement any changes in your own procedures.
- ◆ Get quotations from one or more Certification Bodies.

- ◆ Contact your chosen Certification Body to set a *provisional* date for your assessment visit.
- ◆ Continuously monitor your own procedures to ensure they are all working as they should, including the start of the internal audit and management review processes.
- ◆ When you are confident that all is in readiness, contact the Certification Body to agree the date of your assessment.

The time it takes to get through this process to successful certification will be different for every company. All have different resources and priorities, all are likely to want different levels of support from their consultant.

1.2. Certification Bodies

Certification Bodies are licensed by United Kingdom Accreditation Service (UKAS) to carry out assessments of companies, against the ISO14001 standard and award certificates on their behalf.

The certification bodies are themselves periodically audited by UKAS personnel to ensure that their procedures are consistent, fair and properly administered.

There are many certification bodies operating within the U.K. at the present time. Companies seeking certification to ISO14001 are free to choose whichever certification body they wish to use based on cost, convenience or whichever other factor they deem most important.

1.3. The Assessment Process

- ◆ Stage 1 Visit: The auditor from the certification body will visit the company to seek objective evidence that the environmental management system is in place and that it is sufficiently well-established to be audited.
- ◆ Stage 2 Visit: The main audit determines the extent to which the company's environmental system is working, according to the company's environmental policy and the procedures set out in the environmental manual. Evidence of may be found in the documents and records relating to sales, purchasing, manufacturing, site maintenance, as well training materials and staff training records.

If there are areas where the requirements of ISO 14001 are not being met, these will be recorded as 'non-conformities' and the company will be asked to put forward a corrective action plan and a date by which the situation will be rectified.

Once a company has been awarded its ISO14001 certificate, it will be visited at half-yearly intervals, to ensure that the system continues to be operated effectively. These visits are known as 'surveillance' visits.

1.4. Duration of the Certificate

An ISO14001 certificate is valid for three years from the date of issue. At the end of the three years, a re-assessment is done and the cycle continues on with a new certificate valid for another three years.

A certificate can be withdrawn and suspended at any time, should the company be seriously in default of the basic principles of ISO14001.

2. ' Lignum Joinery Products Ltd. '

Lignum Joinery Products Ltd. is a fictional company, created specifically to reflect the products and operations of a typical, small, bespoke joinery, shopfittings and bespoke furniture manufacturer based on a typical small industrial site.

When reading the Environmental Manual it is important that the reader should feel at home with the situations and activities being described. If whilst doing this you are also making a mental comparison with how things are done within your own company, then you are already taking the first step towards creating your own Environmental Manual. Section 4 of these Guidance Notes will explain how to do this in more detail.

The following paragraphs of this section paint a picture of the company; how it is managed, how it operates; its products; its customers.

2.1. Personnel and Management

The company employs twelve people. It has been operating successfully for a number of years and was started by the current *General Manager*, who is a trained joiner and has been in the industry most of his working life. In addition to general management responsibilities, the *GM* spends substantial time developing business contacts with construction companies and building contractors, which provide the bulk of the company's enquiries and orders. Paying for raw materials and invoicing customers is carried out under his guidance by the *Office Administrator* and his clerk.

The *Estimator/Buyer* works closely with the *General Manager* to prepare quotations and tenders. He is also responsible for ordering raw materials and reviewing production costs. The *Estimator/Buyer* is also the '*Environmental Management Representative*'. This role will be explained later in the *Guidance Notes*.

The *Production Foreman* supervises a machinist, four bench joiners, an apprentice joiner and a labourer. One of the joiners and the labourer have been trained in spraying techniques and they run a small manually operated paint booth.

The *Environmental Manual* for Lignum Joinery Products Ltd. contains an organisation chart to show the above and is included in Part 2 - *Environmental Manual*.

Part 2 - Your Template Environmental Manual

LIGNUM JOINERY PRODUCTS LTD.

Environmental Procedures
Manual

Manufacture of General Joinery,
Shopfitting Units and Furniture
Products

ISO14001:2004

Manual No..**Master**...Held by..**Environmental System Rep**....Manual Status..'C'

ENVIRONMENTAL MANUAL

Rev.No. Date

1.	Scope	0	01/01/10
2.	Normative references	0	01/01/10
3.	Terms and definitions	0	01/01/10
4.	Environmental Management System	0	01/01/10
	4.1 - General Requirements		
	4.2 - Environmental Policy		
	4.3- Planning		
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	4.6 - Management Review		

PROCESS MAPS

Rev.No. Date

1.	Organisation Structure	0	01/01/10
2.	Initial Assessment of Environmental Aspects	0	01/01/10
3.	Assessing the significance of Environmental Aspects	0	01/01/10
4.	Non-Conformance, Corrective and Preventive Actions	0	01/01/10
5.	Internal Auditing	0	01/01/10
6.	Management Review, including monitoring of Targets.	0	01/01/10
7.	Site Plan	0	01/01/10

