
VICTORIAN GOVERNMENT DEPARTMENT

**ENVIRONMENTAL MANAGEMENT SYSTEM
MODEL MANUAL**

FINAL VERSION 1, MARCH 2003



ACKNOWLEDGMENTS

This Manual is based on Environment Australia's Model EMS¹ and has been adapted for use by Victorian Government agencies by Richard Oliver International.

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¹ Environment Australia:2000. Model EMS. (www.ea.gov.au/industry/sustainable/ems).

THIS PAGE TO BE REMOVED ONCE THE MANUAL HAS BEEN DEVELOPED FOR THE DEPARTMENT.

HOW TO USE THIS EMS MANUAL

This Model EMS Manual has been developed to assist Departments meet the Victorian Government's commitment that all Departments must implement Environmental Management Systems (EMS) to address their office-based environmental impacts. This Manual is a model document, which individual Victorian Government Departments should adapt to their own specific requirements. Once the Manual is completed, it will form the principal documentation describing the Department's EMS. The EMS Manual is based on the internationally recognised standard ISO 14001 (Environmental management systems – specification with guidance for use). It is supported by separate EMS Guidance Notes, which provide more context and explanatory information on the individual components of the Manual.

The Manual is provided in electronic form to enable Victorian Government Departments to enter department-specific information. Some Departments may wish to use the EMS Manual as a template EMS, others as a prototype for adaptation to accommodate their existing arrangements and systems. This Manual is provided free of charge to all Victorian Government Departments, and is aimed at saving Departments considerable time and effort and reducing initial implementation costs.

The Model provides the structure for a Department initially developing an EMS. It suggests formats for supporting documentation such as Registers and Forms and all the major documentation of the EMS is written in template format to allow for ease of adoption. It is also quite possible that the degree of detail necessary for an agency to successfully implement the EMS is less than that suggested in the templates.

The EMS Manual is applicable to Departments with existing management systems and documentation, and should be used to enhance rather than replace the existing systems. It Manual can be adapted by Departmental staff, however a Department may elect to consult an environmental professional for technical assistance with particular sections of the EMS.

The EMS Manual can be adopted directly for Departments to address their office-based environmental impacts. It can also be adopted to address the non-office based environmental impacts of a Department's operations, such as workshops and laboratories, by following the Guidance Notes to identify non-office based environmental aspects and impacts.

INSTRUCTIONS

- Replace the term THE DEPARTMENT with the name of the Department completing the EMS Manual.
- Wording in (*italics and brackets*) gives instructions or suggestions for inclusion in the EMS element at that point.
- Model registers are to be completed with Departmental specific information. Examples and further information for this can be found in the Guidance Notes.

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1 INTRODUCTION

This Manual describes the requirements of THE DEPARTMENT's Environmental Management System (EMS). The EMS manages THE DEPARTMENT's office based environmental performance. The EMS is based on the requirements of AS/NZS ISO 14001² and includes the Victorian Government requirements for Departmental EMS.

The Manual includes:

- THE DEPARTMENT's EMS procedures;
- Key EMS records; and
- Standard Operational Procedures for DEPARTMENTAL activities.

All elements of THE DEPARTMENT's EMS are required to be implemented.

² AS/NZS ISO 14001:1996. Environmental management systems – specification with guidance for use.

2 ENVIRONMENTAL POLICY

Definition

Environmental policy - Statement by the organisation of its intentions and principles in relation to its overall environmental performance which provides a framework for action and for the setting of its environmental objectives and targets.

THE DEPARTMENT's environmental commitment is defined in the Environmental Policy (attached). The Environmental Policy is endorsed by the Senior Management Team (*or insert appropriate management group*), and reviewed every year (*or insert appropriate review time*) to ensure its on-going suitability and effectiveness (see Management Review Procedure).

The Environmental Policy guides all decisions relating to THE DEPARTMENT's office based environmental performance. The Environmental Policy is:

- communicated to all staff and relevant stakeholders;
- displayed in every DEPARTMENTAL office;
- available on the Department's intranet; and
- available to the public on request.

3 PLANNING

The planning elements of THE DEPARTMENT's EMS describe the procedures for:

- systematically reviewing all of THE DEPARTMENT's activities to identify those activities which have a significant impact on the office based environmental performance (see subsection 3.1 of this Manual);
- identifying, and staying current on, the legal and other requirements with which THE DEPARTMENT must comply (see subsection 3.2 of this Manual);
- setting environmental performance objectives (subsection 3.3 of this Manual); and
- identifying the requirements to meet those environmental objectives (subsection 3.4 of this Manual).

3.1 ENVIRONMENTAL ASPECTS

Purpose & scope

This Procedure provides the requirements for identifying and maintaining THE DEPARTMENT's office based environmental aspects and determining those which have the potential for significant environmental impacts. The environmental aspects which do lead to actual or potential significant environmental impacts are managed through THE DEPARTMENT's EMS. The procedure addresses all activities and functions which affect the office based environmental performance of THE DEPARTMENT.

Definitions

Environment - Surroundings in which an organisation operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelations

Environmental aspect - An element of an organisation's activities, products or services that can interact with the environment.

Environmental impact – any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation's activities, products or services.

Actions

Development of the Register of Environmental Aspects and Impacts

THE DEPARTMENT's environmental aspects and impacts were identified using the following method, and recorded in the Register of Environmental Aspects and Impacts (see Attachment 1):

1. All the activities which have, or may potentially have, an impact on THE DEPARTMENT's office based environmental impacts have been identified.
2. For each activity, the environmental aspects and associated actual and potential environmental impacts have been identified for normal operations, uncommon events, and incidents.
3. The environmental impacts have been assessed for significance using:
 - the frequency or probability of occurrence of the impact; and
 - the severity of the impact,using the rating scales given in attachment 1.
4. A significance cut-off rating score has been defined and documented (*insert where this is documented*). The environmental aspects associated with identified significant environmental impacts are managed in this EMS.

Maintenance of the Register of Environmental Aspects and Impacts

5. The Register of Environmental Aspects and Impacts is reviewed, and revised as required:
- Annually by March 31st each year; or
 - when THE DEPARTMENT's activities change significantly; or
 - when THE DEPARTMENT undertakes new activities.

The review, and the outcome of the review, shall be documented (*insert where this is documented*).

Accountability

The EMS Coordinator shall ensure the implementation and maintenance of this procedure, and that all associated documents are kept up to date.

Required records

1. Register of Environmental Aspects and Impacts

ATTACHMENT 1 – SIGNIFICANCE ASSESSMENT RATINGS

Likelihood - Frequency / probability

1. Very unlikely / infrequent / less than once a year
2. Possible / happens occasionally / 2-3 times a year
3. Reasonably likely / occurs often / monthly
4. Definite occurrence / frequent / weekly
5. Certainty / continuous / daily or more

Consequence (severity) – as a contribution to waste generation / energy use / water consumption / paper use / transport impacts

1. Very minor contribution (< 0.01%)
2. Some contribution (0.01% - 0.10%)
3. Limited contribution (0.10% - 1.00%)
4. Major contribution (1.00 % - 10%)
5. Significant contribution (>10%)

3.2 LEGAL AND OTHER REQUIREMENTS

Purpose and scope

This procedure has been developed to identify legal and other requirements that are applicable to THE DEPARTMENT's operations, and to ensure the accessibility of this information. The procedure is pertinent to those activities and functions that have the potential to interact with the environment.

Definitions

Other requirements – Non-statutory or regulatory requirements which THE DEPARTMENT is required to meet, such as Government initiatives, and voluntarily accepted obligations.

Actions

1. The Register of Legal and Other Requirements summarises applicable legislation and associated regulations, and Government Policy requirements relevant to the environmental issues of waste generation, energy use, water use, paper use and departmental transport.
2. Compliance with legal and other requirements is achieved through the procedures identified in the register.
3. The Register is up-dated by the EMS Coordinator (*or relevant person*) after review of new and amended legal and other requirements. (*Insert mechanisms for up-dating*).
4. The Register shall be reviewed at least annually and on significant changes to THE DEPARTMENT's operations.

Accountability

The EMS Coordinator is responsible for the development and maintenance of the Register of Legal and Other Requirements Register.

Required records

1. Register of Legal and Other Requirements

3.3 OBJECTIVES AND TARGETS

Purpose and scope

THE DEPARTMENT has established environmental objectives and targets to allow the monitoring of environmental performance.

Definitions

Environmental objective - Overall environmental goal, arising from the environmental policy that an organisation sets itself to achieve and which is quantified where practicable.

Environmental target - Detailed performance requirement, quantified where practicable, which are applicable to the organisation or parts thereof. The targets arise from the environmental objectives and need to be met to achieve the objectives.

Actions

The objectives are set and reviewed and revised annually (*or as defined*) by the Senior Management Team of THE DEPARTMENT.

The environmental objectives and targets reflect:

- the Victorian Government's objective of leadership in this field and therefore the development and establishment of best practice;
- the commitments made in the Environmental Policy;
- legal obligations, and other requirements particularly Government policy statements;
- the identified significant environmental aspects;
- Departmental operation requirements; and
- stakeholder views.

The objectives and targets are documented and held (*define the location*).

Monitoring of environmental objectives and targets is undertaken as given in section 5.1 Environmental Monitoring and Measurement.

Accountabilities

The EMS Coordinator is responsible for coordinating the development of THE DEPARTMENT's Environmental Objectives and Targets, and for documenting and maintaining THE DEPARTMENT Environmental Objectives and Targets.

The Senior Executive Management Team is responsible for approving and achieving the Environmental Objectives and Targets.

THE DEPARTMENT'S ENVIRONMENTAL OBJECTIVES & TARGETS 2002 – 2003

1. *Energy use*

- i. Reduce energy consumption per square metre by a minimum of 15% of 1999/2000 consumption by July 2006. (*Note: this is a mandatory Government objective*)
- ii. Increase purchase of Green Power to 10% of total electricity purchased on every new electricity contract from 2002 onwards, with Green Power comprising 10% of all electricity purchased by 1st November 2005. (*Note: this is a mandatory Government objective*)

2. *Waste generation*

3. *Paper Use*

4. *Water consumption*

5. *Transportation*

6. *Other*

3.4 ENVIRONMENTAL MANAGEMENT PROGRAMME

Purpose and scope

The Environmental Management Programme identifies the requirements for achieving THE DEPARTMENT's environmental objectives and targets.

Actions

1. The EMS Co-ordinator shall develop an annual Environmental Management Programme (EMP). The EMP shall drive the development of best practice.
2. The EMP will identify:
 - a. the actions required to achieve the environmental objectives and targets;
 - b. the expected costs and savings of those actions;
 - c. the person responsible for implementing the identified action; and
 - d. the required completion date for the action.
3. The Senior Management Team (*or appropriate senior executive decision making group/person*) shall endorse the annual Environmental Management Programme.

Accountability

The EMS Coordinator is responsible for coordinating development and maintenance of the Environmental Management Programme (EMP).

The Senior Management Team (*or appropriate senior executive decision making group/person*) is responsible for approving the annual Environmental Management Programme and providing sufficient resources for its implementation.

Required records

1. Environment Management Program

THE DEPARTMENT'S ENVIRONMENTAL MANAGEMENT PROGRAMME 2002 - 2003

ACTION	RESPONSIBILITY	EST. COST	EST. SAVING	FINISH DATE
OBJECTIVE:				
OBJECTIVE:				
OBJECTIVE				

4 IMPLEMENTATION AND OPERATION

The implementation and operation elements of the EMS establishes procedures:

- defining required roles, responsibilities and authorities (see subsection 4.1 of this Manual);
- implementing relevant training (see subsection 4.2 of this Manual);
- establishing internal and external communication mechanisms (see subsection 4.3 of this Manual);
- ensuring that environmental management documentation is accessible and current (see subsections 4.4 and 4.5 of this Manual);
- establishing control of relevant operations, defining requirements of contractors and suppliers (see subsection 4.6 of this Manual); and
- developing an appropriate emergency response capability (see subsection 4.7 of this Manual).

4.1 STRUCTURE AND RESPONSIBILITY

Purpose and scope

All levels of personnel in THE DEPARTMENT are important for the successful implementation of the EMS. This procedure ensures that the roles and responsibilities of all personnel are defined, documented and communicated.

Definitions

No applicable definitions

Actions

1. The organisational structure for environmental management of THE DEPARTMENT has been documented (*attach organisation chart*).
2. Roles and responsibilities for environmental management are documented in individual Job Descriptions and included in individual staff performance plans.
3. Specific responsibilities are included in each EMS procedure and Standard Operating Procedure.
4. The EMS Coordinator is responsible for monitoring the EMS and providing information to Senior Management.
5. Key environmental management responsibilities are:

THE DEPARTMENT Senior Management

- Implement and review Environmental Policy;
- Ensure adequate resourcing for the implementation of the EMS;
- Assign and review individual and departmental responsibilities and levels of authority;
- Set environmental objectives and targets;
- Endorse Environmental Management Programmes;
- Ensure Management Reviews and Audits are carried out;
- Take appropriate action as a result of findings and recommendations in Management Reviews and Audits; and
- Ensure the Department reports on its environmental performance in its annual reports (commencing from 2003/2004).

EMS Coordinator

- Ensure the EMS is developed, implemented and maintained;

- Reporting on the performance of the EMS to Senior Management; and
- Specific responsibilities given in EMS procedures.

THE DEPARTMENT's employees

- Understand THE DEPARTMENT's EMS and their individual responsibilities;
- Follow EMS procedures;
- Suggest areas of environmental priority to EMS Coordinator/Team;
- Contribute to the development of EMPs and environmental procedures (in accordance with normal resource allocation processes); and
- Act in an environmentally responsible manner at all times.

Accountability

The Human Resources Manager is responsible for assigning roles and responsibilities for environmental management to all personnel, and ensuring these are documented and communicated.

Senior Management is responsible for allocating resources to enable personnel to carry out their assigned roles, and for endorsing the roles and responsibilities.

4.2 TRAINING, AWARENESS AND COMPETENCE

Purpose and scope

This procedure ensures that THE DEPARTMENT's employees and other relevant stakeholders have an adequate awareness of THE DEPARTMENT's EMS and of their environmental roles and responsibilities in minimising adverse environmental impacts.

Definitions

No applicable definitions

Actions

1. An analysis of the environmental management training needs of THE DEPARTMENT's employees and relevant stakeholders shall be developed and maintained.
2. All employees and relevant stakeholders of THE DEPARTMENT shall be made aware of:
 - the importance of conformance with the environmental policy, procedures, objectives and targets of the EMS;
 - the significant environmental impacts of their work activities, and the potential environmental impacts of not following specified Standard Operating Procedures;
 - their roles and responsibilities in achieving conformance with the requirements of the EMS and striving for excellence in internal environmental management; and
 - opportunities to influence further environmental improvement.
3. Environmental training shall include:
 - Induction training for new staff and contractors covering THE DEPARTMENT's Environmental Policy and the EMS;
 - Training for all staff in the requirements of the procedures and the Standard Operating Procedures; and
 - Competency training where required for those staff with specific roles and responsibilities under the EMS.
4. Details of training requirements, content, dates, personnel involved and cost of the programme shall be documented in the Training Register.
5. Details of annual updates to training, training of new staff and mechanisms for continuous improvement shall be documented.

Accountability

The Training Coordinator is responsible for implementing the requirements of this procedure.

Required records

1. Environmental Training Matrix
2. Training Attendance Records

4.3 COMMUNICATION

Purpose and scope

This procedure has been developed to enable the following:

- internal environmental communications, within all levels of THE DEPARTMENT, are maintained;
- external environmental communications are maintained;
- all communications received are documented and responded to in a timely manner; and
- THE DEPARTMENT's responses to all environmental correspondence are documented and recorded.

Definitions

No applicable definitions

Actions

Internal communication

1. Relevant information on THE DEPARTMENT's EMS, environmental aspects and environmental performance shall be communicated within THE DEPARTMENT by:
 - Inclusion of environmental issues as a standing agenda item on regular internal meetings, including but not limited to:
 - *(insert list of relevant meetings)*
 - ...
 - Publication in THE DEPARTMENT's internal newsletter *(where available)*;
 - Posting on notice boards;
 - Email or publishing on THE DEPARTMENT's intranet
 - Opportunities for staff to provide input into EMS activities through:
 - *(insert list of relevant mechanisms)*

Communication from external interested parties

2. All communications regarding THE DEPARTMENT's EMS, environmental impacts and environmental performance received from external stakeholders shall be directed to the EMS Coordinator. The EMS Coordinator shall respond to all correspondence within 14

days of THE DEPARTMENT's receipt of the correspondence. Correspondence requiring detailed investigations will be dealt with as soon as practicable.

3. A Communications File shall be developed and maintained. All environmental communications, internal and external, received and dispatched, shall be stored as a hard copy in the communications file. Disposal of any documentation shall be in accordance with the Document Control Procedure.

External communication on environmental aspects

4. Information on THE DEPARTMENT's environmental performance on office based environmental impacts is published in THE DEPARTMENT's Annual Report in line with the environmental reporting requirements established by the Department of Treasury and Finance.

Accountability

The EMS Coordinator is responsible for implementing the requirements of this procedure and maintaining THE DEPARTMENT Communications File.

4.4 DOCUMENTATION

The core elements of THE DEPARTMENT's EMS are described in this EMS Manual. The Manual includes:

- the EMS system procedures; and
- cross-references to other related documentation and records.

4.5 DOCUMENT CONTROL

Purpose and scope

This procedure provides the requirements for the control of the issue, distribution, review, availability and disposal of EMS documentation and is applicable to all EMS documents.

Definitions

No applicable definitions

Actions

1. All EMS documents shall:
 - Show the title of the document on each page;
 - Show the version number;
 - Version numbers shall be of the form "DOCUMENT TITLE ver 1", with sequential version numbers assigned for revised and re-issued documents.
 - Be legible;
 - Be dated with the date the current version was issued;
 - Include the total number of pages in the document on each page in the form 'page X of Y'; and
 - Include the words "uncontrolled when printed" on every page (unless available in hard copy only).
2. A Document Control Register shall be established and maintained which shall record:
 - document title;
 - identification number;
 - date of issue;
 - document location (*intranet, directory or hard copy location*);
 - review date;
 - whether the document is available in hardcopy only, and if so the location;
 - person responsible for authorising the document.
3. All EMS documents shall be reviewed, and as appropriate revised, on an annual basis, and when significant changes occur to THE DEPARTMENT's operations. The review date shall be recorded on the document cover.

4. The current version of EMS documentation shall be located on THE DEPARTMENT EMS intranet site (*insert URL, or computer directory location*). Any printed EMS document is uncontrolled unless otherwise indicated in the Document Control Register as available in hard copy only.
5. A hard copy of all superseded documents shall be placed in the Obsolete Environmental Documents File and listed on the Obsolete Environmental Documents Register.

Information to be entered into the Obsolete Environmental Documents File Register is:

- Obsolete Environment Documents File Number
- Document Title and Identification Number
- Document Date
- Date Obsolete
- Period of Retention

Accountability

The EMS Coordinator is responsible for the establishment of EMS documentation and revision of existing documentation, and for the maintenance and disposal of EMS documents.

Designated personnel are responsible for authorising EMS documents.

The IT Manager is responsible for maintenance of the EMS intranet site/directory.

Required records

1. Document Control Register
2. Obsolete Document Register

4.6 OPERATIONAL CONTROL

Purpose and scope

This procedure ensures that activities associated with potential environmental impacts are controlled.

Definitions

No applicable definitions

Actions

1. The activities associated with each identified significant environmental impact (*reference the Register of Environmental Aspects and Impacts*) are controlled through a Standard Operating Procedure (SOP).
2. The SOPs are listed on the SOP Register.
3. Each SOP shall provide methods of undertaking THE DEPARTMENT's functions and activities to minimise the environmental impacts.
4. The requirements of SOPs are communicated to the relevant stakeholders so that they understand their responsibilities, the actual or potential environmental impacts and legal and other obligations associated with their task(s).
5. SOPs are reviewed annually and following changes to THE DEPARTMENT's operations where new or revised SOPs may be required.

Accountabilities

The EMS Coordinator is responsible for the identification of THE DEPARTMENT's activities and functions that are associated with significant environmental impacts, for the development and maintenance of Standard Operating Procedures to ensure that adverse environmental impacts are minimised, and for updating the SOP Register.

THE DEPARTMENT's Senior Management is responsible for the endorsement of Standard Operating Procedures.

Required records

1. Standard Operating Procedures Register

4.7 EMERGENCY PREPAREDNESS AND RESPONSE

Purpose and scope

This procedure has been developed to identify, manage and coordinate potential emergency incidents and responses at all sites included within the scope of this EMS in order to minimise any adverse environmental impacts.

Definitions

No applicable definitions

Actions

1. Potential emergency situations and incidents, and the associated environmental impacts, are identified as part of the Register of Environmental Aspects and Impacts.

For each potential emergency or incident an appropriate response plan has been developed, which includes measures for the prevention and mitigation of environmental impacts arising from the emergency or incident, or from the response.

2. Emergency and incident response plans are regularly tested, and revised as necessary.
3. A Nonconformance Report Form is shall be completed immediately following an incident (see nonconformance procedure).

Accountability

The EMS Coordinator shall be responsible for implementing this procedure.

5 CHECKING AND CORRECTIVE ACTION

The checking and correction elements of the EMS monitors the success of the EMS and implements corrective measures where protocols are not being followed or the system is in some way deficient as implemented. These elements address the feedback requirements of an effective EMS, including:

- Monitoring and measurement (see subsection 5.1 of this Manual);
- A process for managing nonconformance with planned arrangement (see subsection 5.2 of this Manual)
- Maintenance of appropriate records (see subsection 5.3 of this Manual); and
- EMS audits (see subsection 5.4 of this Manual).

5.1 ENVIRONMENTAL MONITORING AND MEASUREMENT

Purpose and scope

This procedure ensures appropriate monitoring and measurement is undertaken in order to:

- track THE DEPARTMENT's environmental performance;
- evaluate compliance with legal and other requirements, and
- track other relevant DEPARTMENTAL characteristics.

Definitions

No applicable definitions

Actions

1. An annual Environmental Monitoring Plan shall be developed which shall include as a minimum:
 - Monitoring performance against the DEPARTMENTAL environmental objectives;
 - Monitoring the performance against the required Government environmental performance indicators (see attachment);
 - Monitoring compliance with legal and other requirements;
 - *(Any other DEPARTMENTAL monitoring requirements such as spending on environmental management).*
2. The monitoring plan shall define;
 - The indicators to be monitored;
 - The monitoring method;
 - Monitoring frequency;
 - Recording data;
 - Responsibility for monitoring; and
 - Reporting of data.
3. All monitoring shall be documented, and records maintained.
4. The EMS Coordinator shall report annually to Senior Management on progress in achieving the environmental objectives of the Environment Management Programme.

5. The Senior Executive Management will report annually to Government on progress in achieving the DEPARTMENT's environmental objectives through inclusion of environmental performance results in THE DEPARTMENT's annual report.

Accountability

The EMS Coordinator is responsible for developing and maintaining the monitoring plan and ensuring its implementation.

Required records

1. Environmental Monitoring Plan
2. Monitoring records

REQUIRED PERFORMANCE MONITORING

Aspect	Performance Categories (Annual)
Energy use ³ (including electricity, natural gas, LPG and other types of energy)	<p><u>Quantitative measures</u></p> <p>Units of energy (megajoules) used per employee⁴</p> <p>Units of energy used per unit area of office space (MJ per m²)</p> <p>Total energy usage (gigajoules) and associated greenhouse gas emissions (tonnes of CO₂ equivalent)⁵</p> <p><u>Other information</u></p> <p>Actions taken during the year to reduce energy use in buildings</p> <p>Information on the purchase of Green Power, including annual cost to the Department</p>
Waste production	<p>Units of waste produced per employee (kg per employee)</p> <p>Total units of waste recycled (kg)</p>
Paper use	<p>Units of paper used per employee (reams per employee)</p> <p>Total units of paper used (reams)</p>
Water consumption	<p>Units of water consumed per employee (litres per employee)</p> <p>Total units of water (litres)</p>
Transportation ⁶ (including diesel, petrol, LPG, CNG, hybrid vehicles)	<p><u>Quantitative measures</u></p> <p>Fuel consumption (gigajoules) and associated greenhouse gas emissions from passenger vehicle use (tonnes of CO₂ equivalent) – total and per employee</p> <p>Passenger vehicle trip kilometres associated with Departmental operations – total and per employee</p> <p>Percentage of employees regularly (>75% of time) using public transport, cycling, or walking to and from work</p> <p><u>Other information</u></p> <p>Actions taken during the year to reduce energy use in the Department's vehicle fleet.</p>

³ The requirements for this performance category are identical to those required by the Sustainable Energy Authority Victoria to meet commitments under *Growing Victoria Together* and the Victorian Greenhouse Strategy (VGS).

⁴ "Employee" means one FTE. One FTE equals the equivalent of one person working full time for one financial year. FTE personnel include temporary, part time and full time staff, current vacancies as well as private consultants and contractors.

⁵ Coefficients to be used to convert energy usage to greenhouse gas emissions to be provided by the Greenhouse Policy Unit, Department of Sustainability and Environment and Sustainable Energy Authority.

⁶ Measures under this category will assist Departments in meeting the requirement under the VGS to report annually on greenhouse gas emissions from motor vehicle use.

5.2 NONCONFORMANCE, CORRECTIVE AND PREVENTIVE ACTION

Purpose and scope

This procedure provides the requirements for identification and investigation of nonconformances, and for corrective and preventive actions. Nonconformances may be identified from:

- Internal and external EMS audits;
- Management review of the EMS and activities;
- Suggestions from staff on environmental performance improvement;
- External or peer review of the EMS and activities; and
- Incidents.

Definitions

No applicable definitions

Actions

1. Nonconformances shall be documented by completing a Nonconformance and Corrective Action Report. Copies of Nonconformance and Corrective Action Reports are available from (*enter location*).

Reports shall be completed by any authorised THE DEPARTMENT officer and shall comprise of the following:

- (i) Nonconformance;
 - (ii) Cause of the nonconformance;
 - (iii) Officer reporting the nonconformance, date, time and location;
 - (iv) The outcome of corrective and/or preventive action taken or required;
 - (v) Person(s) responsible for ensuring the corrective and/or preventive actions are completed, and the date by which it must be completed;
 - (vi) Assessment by the EMS Coordinator as to the effectiveness of the actions undertaken;
 - (vii) Nonconformance Report Number and date of final satisfactory assessment.
2. All nonconformances shall be recorded in the NCR Register (*insert location*).
 3. All corrective and/or preventive action shall be completed within one month of the date of the Nonconformance, unless otherwise authorised by the EMS Coordinator.

Accountability

The EMS Coordinator is responsible for ensuring this procedure is implemented.

Required records

1. Non Conformance and Corrective Action Report
2. Non Conformance Register

NONCONFORMANCE AND CORRECTIVE ACTION REPORT

RETURN TO: THE DEPARTMENT, **EMS Coordinator**

Address

Telephone

Email

-
1. *Any person involved in observing a nonconformance is to complete the Nonconformance and Corrective Action Report.*
 2. *Return the completed Report immediately to EMS Coordinator, THE DEPARTMENT..*
 3. *Maintain a copy in your own records.*
-

NCR No.

Site Address:

SITE CONTACT PERSON:

Telephone: ()

Location of Nonconformance within site:

Nonconformance Reported by:

Position:

Date: / /

Time: am/pm

Section 1 - Nonconformance

Nonconformance Details:

Describe clearly the nonconformance.

.....

.....

.....

.....

.....

Cause of Nonconformance:

Describe clearly the circumstances leading to the nonconformance. As far as possible, verify the facts recorded and identify witnesses.

.....

.....

.....

.....

.....

Immediate Action Taken (if any):

.....

.....

.....

.....

.....

Officer Responsible for Action: **Date:** / /

Is further Corrective and/or Preventive Action Required? Yes / No

If Yes, complete the **Corrective and/or Preventive Action Section** below.

If No, close this NCR in the **Nonconformance and Corrective Action Register**.

Section 2 – Corrective Action and/or Preventive Action

Required Corrective and/or Preventive Action:

Describe clearly the Corrective and/or Preventive Action required.

.....
.....
.....
.....

Officer Responsible for Corrective Action: **Date:** / /

Changes required to EMS Procedures/Documents? Yes / No

Section 3 - Verification/Closure

Environmental Coordinator to Review Effectiveness by: **Date:** / /

Effectiveness Satisfactory? Yes / No

Environmental Coordinator (Signature):..... **Date:** / /

If Yes, close this NCR in the **Nonconformance and Corrective Action Register**.

If No, further action is detailed on **NCR No.**

NCR Closure Date: / /

NONCONFORMANCE REPORT REGISTER

Date Reported	NCR No.	Site	Officer Responsible	Date Action Completed	Corrective Action Date Completed	NCR Closure Date

5.3 ENVIRONMENTAL RECORDS

Purpose and scope

This procedure sets out the requirements for the identification, maintenance and disposal of environmental records.

Definitions

No applicable definitions

Actions

1. Records shall be generated and maintained as required by EMS procedures and Standard Operating Procedures, particularly, but not limited to EMS training and EMS audits records.
2. Records shall be legible and clearly traceable to the activity to which they relate.
3. Records shall be maintained on the relevant file, and stored with DEPARTMENTAL files so that they are protected from damage or loss.
4. Environmental records shall be retained for at least seven years. Environmental monitoring records shall be maintained in perpetuity.

Accountability

The person identified as responsible for a procedure is also responsible for ensuring the appropriate records are generated and maintained.

5.4 ENVIRONMENTAL MANAGEMENT SYSTEM AUDIT

Purpose and scope

This procedure provides the requirements for a programme and methodology for undertaking periodic audits of THE DEPARTMENT EMS to ensure that planned arrangements are being implemented.

Definitions

Environmental management system audit - Systematic and documented verification process of objectively obtaining and evaluating audit evidence to determine whether an organisation's environmental management system conforms with the planned arrangements.

Actions

1. An annual EMS audit schedule shall be developed which shall include:
 - The date of each audit;
 - The location of each audit; and
 - the elements to be audited;

The audit schedule shall be based on the relative contribution of the activity to THE DEPARTMENT's environmental impacts. All EMS elements and SOPs shall be audited at least once every two years.

2. An independent external audit of THE DEPARTMENT's EMS shall be undertaken annually by an auditor appointed under the *Environment Protection Act 1970*.
3. Internal EMS audits shall be undertaken by appropriately qualified EMS auditors.
4. The audit methodology shall be in a checklist format and based on objective evidence that will generally comprise review of documented environmental records, direct observations of activities and interviews with relevant staff.
5. An Audit Report shall be completed within 3 weeks of completing the audit and shall be forwarded to the EMS Coordinator/Team.
6. Where nonconformances are identified, a copy of the Nonconformance and Corrective Action Report shall accompany the Audit Report and be sent to the EMS Coordinator.
7. Audits of an operational area of THE DEPARTMENT shall include any previous nonconformances identified and ensure that the corrective and/or preventive action has been effective.

Accountability

The EMS Coordinator is responsible for the authorisation of the EMS Audit programme. The EMS Coordinator is responsible for ensuring the requirements of this procedure are implemented.

6 MANAGEMENT REVIEW

Purpose and scope

This procedure sets out the requirements for periodic Senior Management review of the EMS to ensure its on-going suitability, adequacy and effectiveness.

Definitions

No applicable definitions

Actions

1. The Senior Management Team shall review the EMS annually by 31st March or when there are significant changes to THE DEPARTMENT's operations. The annual review shall consider:
 - Results of internal and external EMS audits;
 - Progress towards meeting THE DEPARTMENT's environmental objectives; and
 - Changed circumstances.
2. The Senior Management Team shall consider the need for:
 - Revision of THE DEPARTMENT's Environmental Policy;
 - Changes to THE DEPARTMENT's Environmental Objectives; and
 - Revision of THE DEPARTMENT's EMS.
3. The Senior Management review shall be documented and the results communicated to all staff on a regular (at least annual) basis.

Accountability

The EMS Coordinator is responsible for ensuring that relevant information is collected for the Senior Management Review.

The Senior Management Team is responsible for reviewing and revising the Environmental Policy and Objectives annually.

APPENDICES

Include in the Manual completed:

- Register of Environmental Aspects and Impacts
- Register of Legal and other Requirements
- Environmental Objectives and Targets
- EMP(s) (*if they are not already part of other Departmental documentation*)
- Document Control Register
- Register of Standard Operating Procedures