



**THE CHARTERED INSTITUTION OF
WATER & ENVIRONMENTAL MANAGEMENT
(CIWEM)**

ENVIRONMENTAL MANUAL

Document Issue / Revision Details				
Issue	Date	Comments	Author	Approved by
1	01-04-07	As approved Cabinet 22-02-07	AC	NR
2	27-06-08	Amended s.2 & s.3	AC	

Authorised by:	Executive Director: 
Issued by :	EMS Coordinator: AC

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Environmental Policy

The Chartered Institution of Water & Environmental Management is committed to conducting its activities in an environmentally responsible manner and recognises the need to continually improve its operations where practical to do so, in order to reduce the effects on the environment. The Institution also recognises its role in environmental stewardship.

In order to achieve these overall objectives the following policy has been adopted.

- To identify and use materials/processes that reduce the risk of pollution.
- To promote natural resource conservation by the efficient use of energy and the minimum use of raw materials.
- To minimise discharges, emissions and waste and their environmental effects, including maximisation of recycling.
- To set annual environmental objectives and targets against which to measure improvements in environmental performance.
- To ensure compliance with environmental legislation and regulations.
- To document procedures and continuously monitor progress in environmental performance through regular measurement, review and audit, utilising a management system compliant with ISO 14001:2004 which is compatible with our quality system.
- To encourage our suppliers and subcontractors to adopt an environmental management system.
- To ensure that all employees are made aware of environmental issues through a programme of training relevant to their roles.
- To conduct our activities so as to maximise our influence on environmental good practice.
- To provide information on our environmental performance to interested parties.

This policy shall be available to the public.



Executive Director:

Date: 01/04/2007

2. Environmental Management System

2.1 Introduction and Scope (ISO 14001:2004 – 4.1)

This manual defines the Environmental Management System (EMS) which will be applied to all of CIWEM's activities. The manual relates to the following:

1. CIWEM's administrative office at 15 John Street, London, WC1N 2EB.
2. The activities of CIWEM's centralised functions (professional development and ethics, publishing, conferences, responding to consultation requests and policy development).
3. Activities of CIWEM's Trustees, Branches, Panels and Specialist Groups (professional meetings and technical visits) as appropriate.

The procedures that implement the EMS apply, where appropriate, to all locations of CIWEM activity and are operated under the same common management system. Activities that are out-sourced are required to conform to the EMS, as appropriate to the activity involved.

The purpose of the manual is to define the EMS, which will ensure that CIWEM's activities are conducted in a manner which will minimise adverse environmental impacts and enhance CIWEM's role in environmental stewardship.

The environmental risks and effects at the administrative office and all other locations of CIWEM activity (in generic terms) have been investigated and documented in a single Register of Environmental Effects. A single Register of Environmental Regulations has been compiled which refers to these locations as appropriate.

It is intended that the manual can also be used to give interested parties a clear view of how CIWEM is organised to achieve and control its environmental performance. Through periodic review and evaluation of the EMS, CIWEM will identify opportunities for improvement and their implementation.

The EMS adopted is based on the requirements of ISO 14001:2004, the revised International Standard for environmental management systems. CIWEM has a quality management system certified to ISO 9001:2000 for the activities of its membership department.

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ISO 14001 : as shown

2.2 Documentation Structure

(ISO 14001:2004 – 4.4.4)

CIWEM's EMS addresses the requirements of the International Standard:

- ISO 14001:2004 Environment management systems - Requirements with guidance for use.

Essential elements of the EMS are:

- Environmental Policy
- Register of Environmental Effects
- Register of Environmental Legislation
- Environmental Management Programme, incorporating Objectives and Targets
- Operational Controls & Environmental Performance Monitoring
- Environmental Auditing and Corrective Action
- Environmental Management Reviews

The essential elements of the EMS are supported by procedures in the form of:

- Process statements in the Environmental Manual
- Separate Environmental Procedures
- or are integrated into:
 - Quality control procedures
 - Work instructions
 - Health & Safety Procedures

which ever is the most practical and appropriate to the environmental issue concerned.

Section 10 of this Environmental Manual correlates the documents and procedures concerned with the requirements of ISO 14001:2004.

Forms used within the EMS are integrated in the Documentation Register.

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ISO 14001 : as shown

2.3 Document Control

(ISO 14001:2004 – 4.4.5)

The approval, review, amendment, issue and availability of documents and data essential to the effective operation of the EMS are controlled in accordance with Procedure EP13 Document and Data Control.

Documents, under the responsibility of the EMS Coordinator, subject to these controls include:

- CIWEM's Environmental Manual [this document]
- Environmental Procedures
- Register of Environmental Effects
- Register of Environmental Regulations
- Environmental Management Programme

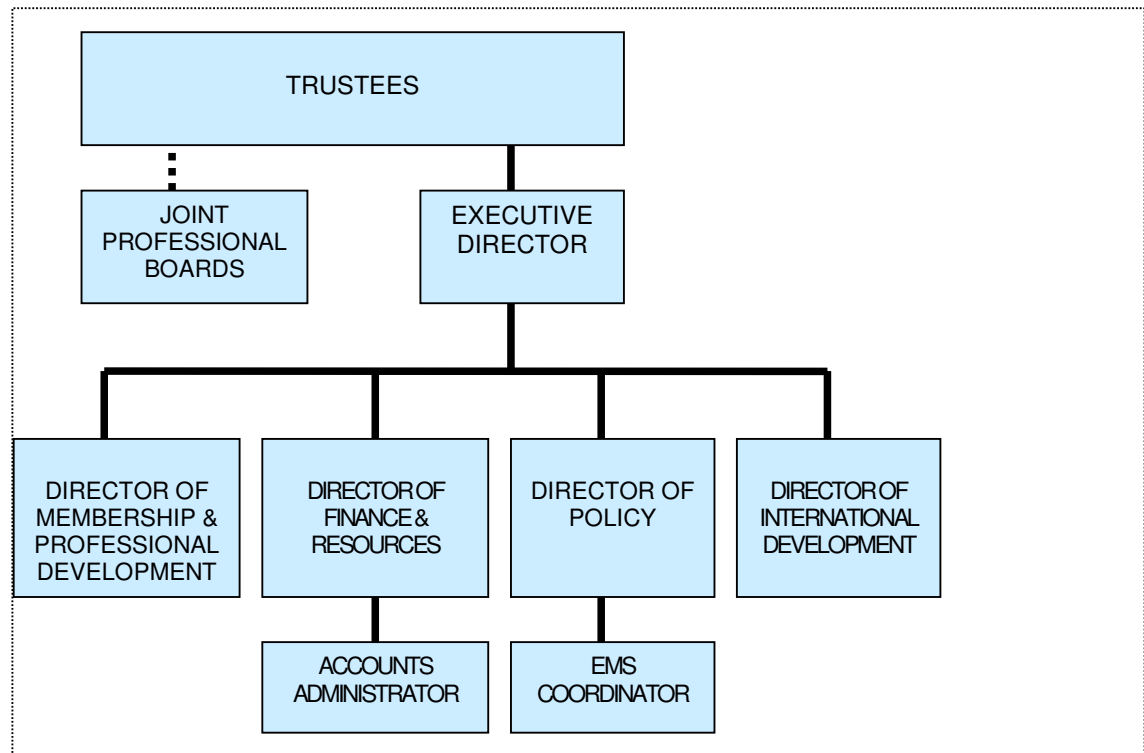
3. Organisation

3.1 Resources, roles, responsibility and authority (ISO 14001:2004 – 4.4.1)

CIWEM is a UK based professional institution. Its membership of around 11,000 is organised into geographical Branches and three national Specialist Groups. Additionally, there are two international Branches, one in Hong Kong and the other in Bulgaria.

The Institution is administered from its London office by a staff of around twenty. The staff are responsible, via an Executive Director, to CIWEM’s Trustees, who are the ultimate governing and policy making body of the Institution. The Trustees are responsible for the environmental performance of the Institution and the Executive Director is the Management Representative responsible for the EMS. The Executive Management Team assumes the role of an Environmental Steering Group for the purpose of periodic EMS review. The Trustees are also supported by Joint Professional Boards which determine membership policy and standards.

The way the Institution is organised, the Executive Management Team and the supporting staff of greatest relevance to the operation of the EMS are shown below:



The following roles and responsibilities apply:

Executive Director

Responsible for:

- Establishing the Institution's environmental policy;
- Approving annual environmental objectives and targets;
- Conducting annual environmental management reviews;
- The Executive Director has been appointed as the management representative with defined responsibility and authority for ensuring that the EMS requirements are established, implemented and maintained in accordance with ISO 14001:2004, and for reporting on the performance of the EMS to the Trustees for review and as a basis for improvement.

Director of Finance & Resources

Responsible for:

- Ensuring the timely and appropriate implementation of the Institution's environmental policy and EMS requirements, at its London office;
- Ensuring that out-sourced operations conform, as appropriate, to CIWEM's EMS;
- Ensuring the competency of all human resources deployed to CIWEM's operations in relation to environmental performance.

Director of Membership & Professional Development

Responsible for:

- Monitoring a programme of Continual Professional Development for Members in relation to environmental issues;
- Ensuring the adequacy of education and training providers;
- Ensuring the provision of all relevant information to the Branches and Specialist Groups;

Director of Policy

Responsible for:

- Ensuring the effective input of the Institution to environmental policy consultations and liaison;
- Developing and promoting CIWEM's policy positions and national conferences on environmental issues;
- Overseeing the Institution's contribution to environmental stewardship;
- Ensuring the provision of all relevant information to the Technical Panels.
- Ensuring that the Members of CIWEM are kept informed about the Institution's contribution to environmental stewardship;

Director of International Development

Responsible for:

- Developing institutional links in other countries;
- Developing international Branches of CIWEM.

EMS Coordinator

Responsible for:

- Ensuring that the Registers of Environmental Effects and Environmental Regulations are maintained and updated as required;
- Establishing the environmental audit schedule and controlling EMS audits;
- Document control and record keeping
- Liaison with staff for the identification and provision of environmental training;
- Maintenance of environmental training records;
- Checking that the Environmental Policy is implemented and maintained throughout the organisation;
- In the case of any non-conformance with environmental regulations or EMS requirements, tracking corrective action to satisfactory completion.

Accounts Administrator

Responsible for:

- Monitoring that designated purchasers follow CIWEM's purchasing policy and procedures covering environmental issues;
- Ensuring that purchasing is in accordance with the Environmental Policy;
- Liaison with vendors on the environmental aspects of their goods or services.

3.2 Training, Awareness and Competence**(ISO 14001:2004 – 4.4.2)**

Procedure EP 14 'Training, Awareness and Competence' outlines the process used for induction, the identification of training needs and the provision of training to company personnel.

The induction training provided includes environmental policy and general environmental awareness. On the job training and attendance at appropriate external and in-house training is provided to ensure that personnel are aware of the company's environmental policy, procedures and the requirements of the EMS.

Personnel performing tasks that may cause significant environmental impacts are made aware of these impacts, the need to conform with, and the potential consequences of departure from environmental procedures.

Individual training records are retained in relation to job functions in accordance with the EP14 procedure.

3.3 Communications

(ISO 14001:2004 – 4.4.3)

A series of processes have been established for communications with employees, representatives of Branches/Panels/Specialist Groups, contractors, external organisations and interested parties with respect to the environmental aspects and environmental management system of the Institution.

Internal Communications

Structured meetings and activities, which provide information and identify actions on environmental issues, include:

- Regular management meetings, at Trustee and Executive Management Team levels.
- Safety meetings involving management and safety representatives.
- Staff briefings
- Use of notice boards.
- Guidance Notes
- The Institution's Intranet

External Communications

The EMS Coordinator is CIWEM's focal point for communications with external interested parties such as the Environment Agency, the Local Authority, local water companies and the public.

It is not CIWEM's policy to advise external organisations, other than the statutory bodies as appropriate, on its environmental aspects. Any requests for information will be considered on a case by case basis. Copies of CIWEM's environmental policy will however be provided to the public on request.

Complaints from the public related to environmental issues will be logged in an environmental complaint register and recorded on an Environmental Incident form by the EMS Coordinator. Such complaints will be investigated by the designated personnel to identify and implement corrective action. Response to the complainant will be the responsibility of the EMS Coordinator.

4. Environmental Aspects**(ISO 14001:2004 – 4.3.1)**

CIWEM will identify the environmental aspects of its activities, products and processes, and determine those which have, or may have, significant impacts on the environment. Environmental impacts shall be determined in line with Procedure EP 01 “Assessment of Environmental Effects”.

The methodology, adopted as part of the initial environmental review, is based on the identification of environmental aspects at the London office and outside locations (in a generic manner) and the risk of environmental pollution taking account of normal, abnormal and emergency conditions. Criteria have been established for classification of significance as major, moderate, minor or insignificant. Where available, quantified data is to be included in the assessment of significance, and where necessary operational controls implemented to minimise or eliminate the risk of pollution. The environmental risks and effects within each site have been separately investigated and documented within a single Register of Environmental Effects.

The EMS Coordinator is responsible for arranging for the assessment of significance of environmental impacts using external expertise when required. The EMS Coordinator is also responsible for ensuring that CIWEM’s Register of Environmental Effects is maintained and updated.

Significant environmental impacts shall be taken into account when setting annual environmental objectives and targets, and in the prioritisation of action programmes.

In addition, future environmental reviews or risk assessments shall be carried out at intervals of 3-5 years but any significant change in CIWEM’s activities will be evaluated in environmental terms, when it occurs. The aims of such reviews and assessments are to:

- Maintain awareness and understanding of environmental issues within the Institution
- Identify any additional environmental impacts or risks against which auditing can be undertaken.
- Establish baselines against which further improvements in environmental performance may be measured. Any environmental effect deemed to be significant shall be considered within the company’s environmental improvement programme.

5. Legal and other requirements**(ISO 14001:2004 – 4.3.2)**

The key legislation which establishes the main environmental controls over the Institution's activities and operations are detailed in:

- the Register of Environmental Regulations

The Register of Environmental Regulations refers to the London office and outside locations (in generic terms) and its significant environmental aspects, as appropriate. The Register is subject to review and update following the introduction of new environmental legislation at regular intervals, no less than annually.

Environmental publications that highlight regulatory changes are subscribed to by the Institution.

Copies of the key environmental legislation that imposes requirements on the Institution are held by the EMS Coordinator. An index of the relevant legislation is made available to all managerial staff, who are then responsible for ensuring that legislative requirements are implemented for activities under their control.

6 Objectives, targets and programmes**(ISO 14001:2004 – 4.3.3)**

The setting of objectives and targets for improvement in environmental performance is regarded as a business issue and is co-ordinated, normally as part of the budget process, with the establishment of objectives and targets for health, safety, quality and the key functions of the Institution.

Agreed objectives and targets, with defined responsibilities for their monitoring and achievement, and planned timescales, are documented in:

- the Environmental Management Programme.

Environmental objectives and targets will be established on an annual basis and the process of setting objectives and targets takes into account:

- CIWEM's Environmental Policy
- Significant environmental aspects, based on the Register of Environmental Effects
- Results from environmental audits and reviews
- Projected technological developments
- Legislative requirements
- Financial, operational and business requirements
- Views of interested parties.

The EMS Coordinator is responsible for establishing appropriate and achievable environmental objectives and targets, including the identification of the resources needed and timescales for their achievement. Objectives and targets set are subject to the approval of the Executive Director.

The environmental management programme is subject to amendment for new or modified activities. The EMS Coordinator is responsible for issuing and updating of the environmental management programme.

7. Operational Control

7.1 Operations and Activities (ISO 14001:2004 – 4.4.6)

Operations and activities associated with significant environmental aspects are controlled by the following Environmental Procedures:

- EP02 Office maintenance, procurement and emergency response
- EP03 Transport efficiency
- EP04 Utility services: monitoring and control
- EP05 Waste minimisation, segregation and disposal
- EP06 Publications
- EP07 Conferences
- EP08 Branch/Specialist Group meetings
- EP09 Environmental stewardship
- EP10 Professional development
- EP11 Environmental monitoring and reporting
- EP12 Handling of complaints and the reporting of non-conformances
- EP13 Document and record control
- EP14 Training, awareness and competence
- EP15 Procurement approval

7.2 Suppliers and Contractors (ISO 14001:2004 – 4.4.6)

It is CIWEM's policy to encourage suppliers to adopt environmental management systems to standards such as ISO 14001. The procurement approval process, specified in Procedure EP15 'Procurement approval', includes the evaluation of their EMS by the use of questionnaires; environmental audits will not normally be carried out.

A limited number of contractors carry out work at CIWEM's London office and at outside locations (such as conferences). The Institution's requirements and procedures are communicated to contractors in contract documents; contractors are required to conform with fire regulations, health and safety, and environmental requirements.

7.3 Emergency preparedness and response (ISO 14001:2004 – 4.4.7)

Emergency preparedness and response procedures have been established in EP02, as appropriate, to prevent and mitigate the environmental impacts that may arise from emergency situations.

The procedures specify responsibilities and actions to be taken and include contact and communication details within the company and with external organisations such as the fire brigade, water company and the Environment Agency.

Emergency procedures will be subject to review and revision, if necessary, after the occurrence of emergency situations. Procedures are tested periodically by simulation of incidents as part of training exercises and drills.

Reference is made, as appropriate, to the Environment Agency’s Pollution Prevention Guidelines.

8. Environmental Performance Monitoring

8.1 Monitoring and Measurement (ISO 14001:2004 – 4.5.1)

Monitoring and measurement of operations and activities with significant impact are built into the Environmental Manual and related Environmental Procedures. Additionally, the EMS Coordinator maintains an Environmental Monitoring Programme.

8.2 Evaluation of compliance (ISO 14001:2004 – 4.5.2)

Periodic evaluation of compliance with environmental legislation is carried out as part of the Institution's annual environmental management reviews. The EMS Coordinator produces a statement of legal compliance for consideration at the annual review meeting.

8.3 Non-conformance, Corrective and Preventive Action (ISO 14001:2004 – 4.5.3)

Non-conformances may arise as a result of deviations from environmental procedures, actual or potential environmental incidents, failure to meet regulatory requirements or non-conformances identified during environmental management system audits.

Non-conformances associated with environmental incidents or failure to meet regulatory requirements shall be recorded on an Environmental Incident/Complaint Report and registered in an environmental incident/complaint log as required by EP12 - Handling Complaints and the Reporting of Non-conformances.

The EMS Coordinator and the responsible staff member, shall identify the corrective and preventative action necessary, and shall investigate the cause of such non-conformance.

The EMS Coordinator is responsible for registering and monitoring that corrective action programmes are completed satisfactorily and for ensuring that any changes required to procedures, work instructions or safe working practices are made. The incident/complaint log shall be used to track actions through to completion.

Where regulatory requirements have been contravened the EMS Coordinator and Executive Director are to approve proposed corrective actions before these are implemented and for any interface with statutory bodies.

Non-conformances identified during environmental management systems audits shall be handled in accordance with Environmental Procedure EP12.

8.4 Control of records**(ISO 14001:2004 – 4.5.4)**

Environmental records are identified in the Environmental Manual and Environmental Procedures that comprise the EMS. Environmental records, their retention times and the functions responsible for their upkeep are identified in this documentation. Retention periods are normally three years, unless statutory requirements determine otherwise. Records are stored to ensure continuing legibility and are clearly indexed and marked to ensure that they are identifiable.

Any consents from statutory authorities are held by the EMS Coordinator and details of consent requirements are made available to the relevant managers responsible for operational activities.

8.5 Internal Audit**(ISO 14001:2004 – 4.5.4)**

The EMS Coordinator is responsible for establishing an audit programme. Audit frequency takes into account:

- The environmental impact of the Institution's activities and operations
- The environmental management programme
- Nature, scale and complexity of the activities/operations
- Emissions, discharges, waste, raw material, water and energy consumption
- Results from the initial environmental review or previous audits
- Environmental incidents.

Audits are carried out in accordance with procedure EP16 to determine whether the EMS conforms to planned arrangements and has been properly implemented and maintained.

Non-conformities identified are recorded on Corrective Action Notices; the audit report will also include findings and conclusions reached. The EMS Coordinator shall ensure that corrective actions are implemented by the relevant staff member. Actions shall be tracked to completion. Results from environmental management system audits shall be considered at environmental management reviews as a basis for improvement and in the setting of future objectives and targets.

9. Environmental Management Review (ISO 14001:2004 – 4.6)

The Institution will carry out annual management reviews of its environmental management system (EMS) to ensure the suitability, adequacy and effectiveness of the EMS in achieving the aims set out in the organisation's:

- Environmental Policy
- Environmental Objectives and Targets
- Environmental Management Programme

The Executive Director is responsible for establishing the agenda for the review to be carried out by the Trustees.

The EMS Coordinator is responsible for arranging the collection of environmental performance data for presentation at the management review meeting.

The scope of the review, chaired by the Executive Director, will typically include:

- Environmental objectives, targets and performance
- Findings of internal and external environmental audits, including any audits conducted by the certification body for ISO 14001.
- Follow-up of actions from previous management reviews
- Evaluation of compliance with statutory legislation
- Evaluation of environmental policy, objectives and targets, the environmental management programme and the need for changes due to:
 - Changes in CIWEM or legislative requirements, new or forthcoming
 - Significant environmental impacts
 - Advances in technology
 - Lessons from environmental incidents
 - Expectations and requirements of interested parties, including the public and regulatory authorities.
- Recommendations for improvement

The EMS Coordinator is responsible for documenting the reviews, including observations, conclusions and recommendations for actions. Agreed actions shall be tracked to completion and reported at monthly management meetings.

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10. Environmental Management System Matrix - ISO 14001

ISO 14001 Requirement		EMS Reference
Clause	Topic	
4.1	General requirements	EM2.1
4.2	Environmental policy	EM1
4.3	Planning	
4.3.1	Environmental aspects	EM4; EP01
4.3.2	Legal and other requirements	EM5, Register of Environmental Regulations
4.3.3	Objectives, targets & programmes	EM6
4.4	Implementation and operation	
4.4.1	Structure and responsibility	EM3.1
4.4.2	Training, awareness and competence	EM3.2; EP14
4.4.3	Communication	EM3.3; EP12
4.4.4	Environmental management system documentation	EM2.2
4.4.5	Documentation control	EM2.3; EP13
4.4.6	Operational control	EM7, EP02, EP03, EP04, EP05, EP06, EP07, EP08, EP09, EP10, EP11, EP12, EP13, EP14, EP15, EP16
4.4.7	Emergency preparedness and response	EM7.3; EP02
4.5	Checking and corrective action	
4.5.1	Monitoring and measurement	EM8.1; EP11
4.5.2	Evaluation of compliance	EM8.2; EP11, EP12, EP16
4.5.3	Non-conformance and corrective and preventive action	EM8.2; EP12, EP16
4.5.4	Records	EM8.3; EP13
4.5.5	Internal audit	EM8.4; EP16
4.6	Management review	EM9

EM = Environmental Manual

EP = Environmental Procedure