

Solutions Audio Visual / USL Audio Visual
Unit 4, Bowdens Business Centre,
Hambridge, Langport,
Somerset, TA10 0BP

Environmental Management System

EMS Manual & Procedures

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1. The Environment and Solutions Audio Visual Ltd

1.1 Main Business Activities and the Environment

Environmental issues are central to the activities of Solutions Audio Visual Ltd we Supply, installation and maintenance of high quality Audio Visual Products and services to all market sectors.

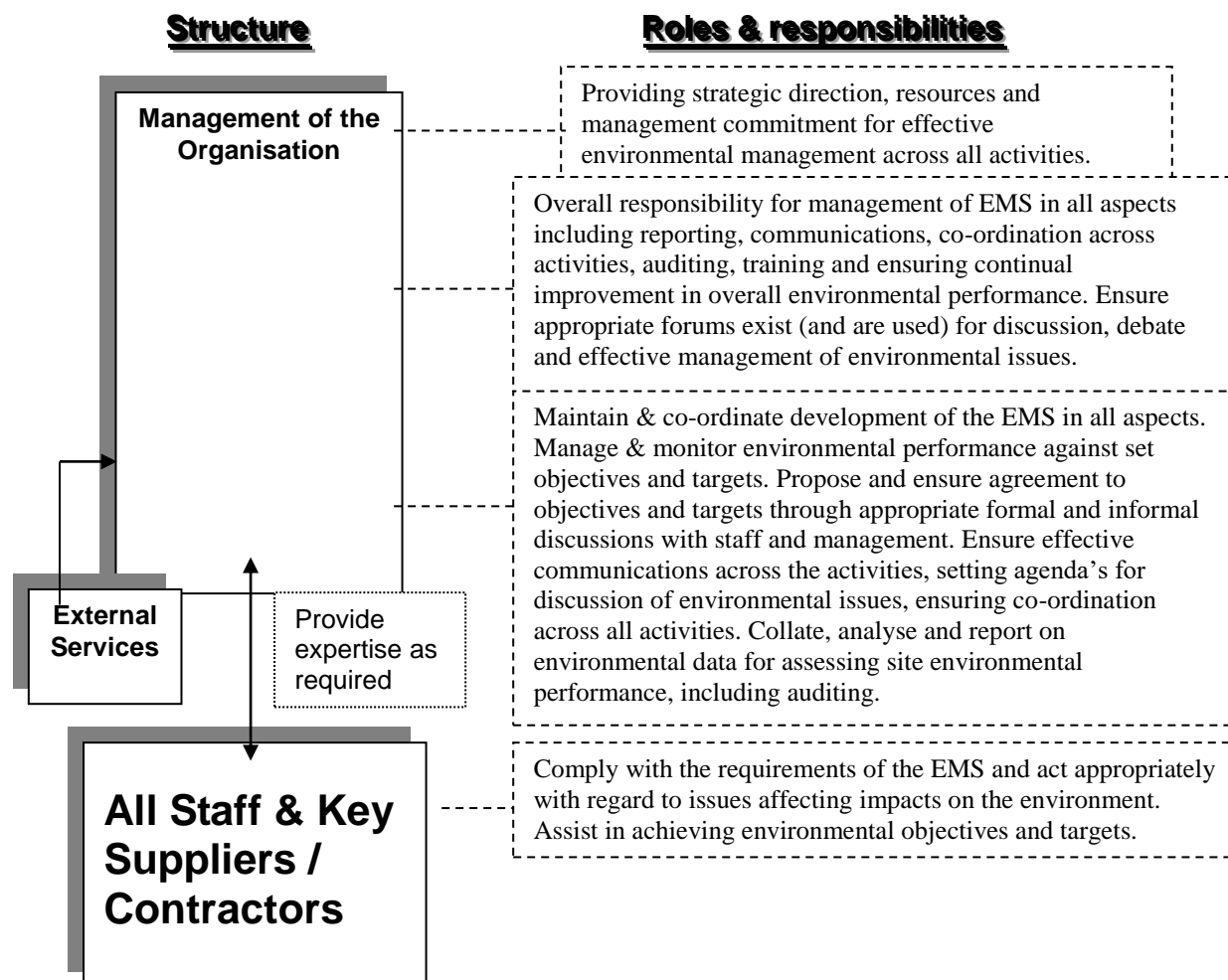
1.2 Environmental Management System (EMS)

As an environmentally aware organisation, managing environmental issues in a systematic way is important to us. Through the continual development of our EMS we endeavour to make our products and services more sustainable. Developing our EMS to the CBEN Gold Award Standard will help us minimise the negative impacts and maximise our positive impact on the environment.

The scope of our EMS includes the whole of our activities and we have identified the aspects and impacts we have control over. Those we can only influence are also identified, in particular the supply chain of our consumables.

1.3 Structure, Roles & Responsibility

As a small business there is a relatively simple EMS management structure. We promote an informal style of management, where issues are discussed as and when appropriate, for example when discussing projects. The following diagram should be viewed within this backdrop, with the MD taking overall responsibility for ensuring the roles and responsibilities are fulfilled.



1.4 Environmental Policy Statement

Solutions Audio Visual is an independent company totally committed to satisfying the interactive presentation needs of its customers. As one of the leading Audio Visual companies in the UK specialising in AV design, installation, system integration and supply to the Public Sector, Business to Business Higher Education, Schools and Home Audio Visual Protection of the environment in which we live and operate is part of Solutions Audio Visual's values and principles and we consider it to be sound business practice. Care for the environment is one of our key responsibilities and an important part of the way in which we do business. In this policy statement we commit our company to:

- Complying with all relevant environmental legislation, regulations and approved codes of practice;
- Protecting the environment by striving to prevent and minimise our contribution to pollution of land, air, and water;
- Seeking to keep wastage to a minimum and maximise the efficient use of materials and resources;
- Managing and disposing of all waste in a responsible manner;
- Providing training for our staff so that we all work in accordance with this policy and within an environmentally aware culture;
- Regularly communicating our environmental performance to our employees and other significant stakeholders;
- Developing our management processes to ensure that environmental factors are considered during planning and implementation;
- Monitoring and continuously improving our environmental performance.

The policy statement will be regularly reviewed and update as necessary. The management team endorses these policy statements and is fully committed to their implementation.

Name: G Hughes

Position: Director

Signature:



Date: 2/0/2024

2. Significant Aspects & Impacts; Environmental Risks

2.1 Identification and Significance Rating

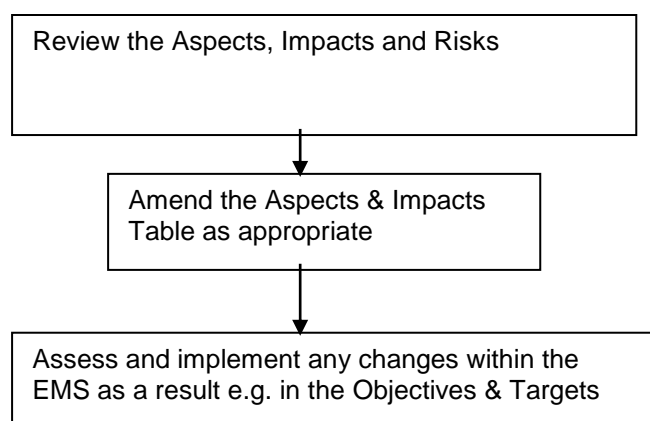
We recognise that it is important to identify and assess our environmental aspects, impacts and risks. Having identified these, we have entered the significant aspects on a table with our objectives and targets. The table also takes into consideration our environmental risks. Any identified significant risks have been assessed in accordance with the process shown in section 2.3.

In considering the significance of our environmental aspects and impacts we have taken into consideration the following:

- Regulatory and legal control
- Effectiveness of Management Control
- Possible Severity
- Probability of Occurrence
- Duration of Impacts
- Ease of Remediation
- Probability of External Concern
- Probability of Adverse Effect on Image

In setting our targets we have considered whether we have a direct control over the impact or if we only have influence over it. We will review our aspects and impacts on an annual basis, making a formal note of the date and the outcomes as part of our annual Management Review of the EMS.

2.2 Flow Chart Procedure



2.3 Assessment of Identified Significant Environmental Risks

Environmental Risk Assessment of potential Emergencies & Incidents

Organisation & Site:

Site Assessment Date:

Methodology

Occurrence	Unlikely	1	2	3
	Likely	2	4	6
	Very Likely	3	6	9
		Minor	Moderate	Major
Severity				

Scores of 1 and 2 are acceptable risk;

Scores of 3 and 4 need further investigation with a view to further mitigation and/or controls;

Scores of 6 and 9 are unacceptable risk and need further mitigation and/or controls putting in place

Scoring Table using the above methodology

Incident/Emergency situation identified	Possible Environmental Impact	Controls in place	Occurrence	Severity	Score

Associated Notes:

Overall Assessment:

Assessor Name & Designation

3. Objectives & Targets; Monitoring & Measurement

3.1 Setting and Managing Objectives and Targets

In order to make continual improvements to our environmental performance, we recognise the need to set ourselves achievable objectives and targets, implementing them through environmental improvement programmes. Our definition of objectives and targets are:

Objective - Overall goals for environmental performance arising from environmental policy

Targets - Specific, quantifiable aims to be achieved within a time-frame.

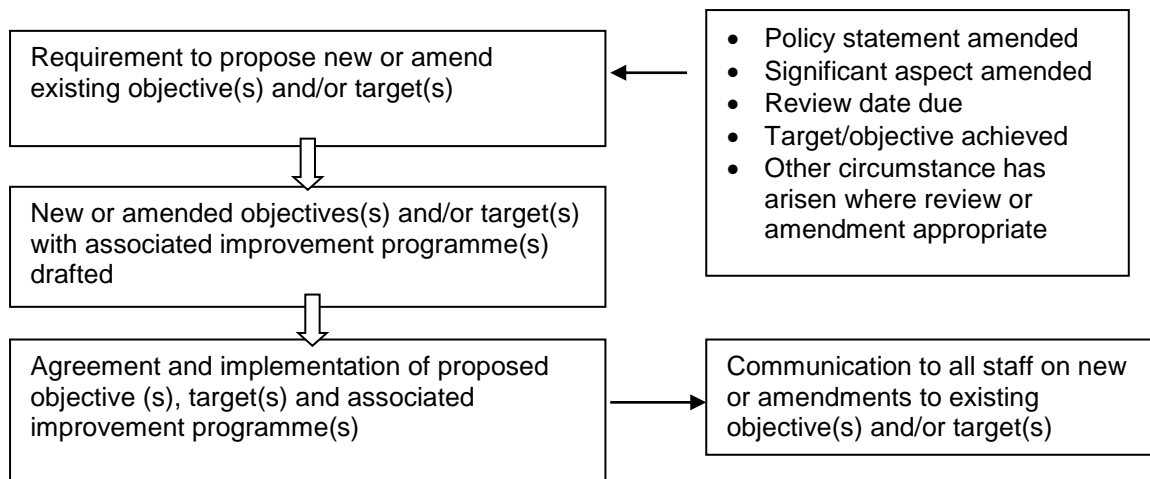
Our objectives and targets set will be consistent with our environmental policy statement as documented in section 1.4 of this manual. They are set out in this section of the manual, which will be reviewed annually as part of our EMS Management Review. The performance against them will be documented in the Review notes.

Any actions needed to ensure targets are being properly managed, monitored and measured will be identified through the year and appropriate action taken by the Environmental Manager in co-ordination with relevant staff.

When setting objectives and targets the following will be considered:

- Legal and other requirements
- Technological options
- Financial, operational and business needs
- Commitments made in the environmental policy statement

3.2 Flow Chart Procedure



SAV Environmental Targets 2019.

- Non-essential electrical equipment will be switched off whenever possible.
- In particular the Office lights will be turned off overnight, and over weekends.
- Office Heating will be turned down to acceptable and staff-agreed levels.
- Any procurement of goods or services should consider the environmental impact of the product purchased, its

packaging and delivery method. Where it is sensible, we will use second-user or recycled equipment.

- Whilst Hambridge itself is difficult to get to on public transport, environmental planning can affect other business journeys.

- o We will actively look for practical public transport alternatives for any trip,

- o We will aim to share lifts whenever two or more staff are visiting the same site and have a similar route or part of route,

- o We will attempt to minimise travel in general by the careful planning of meetings with clients.

- All Paper, Plastics and Glass consumed within the office will be recycled, separately from other refuse.

Confidential paper matter will be shredded before recycling. (Exceptions to this rule are possible for very sensitive material.)

4. Environmental Management Programmes

4.1 Managing our Environmental Management Programmes

We recognise the need to have a documented procedure for establishing, maintaining and amending our environmental programmes. However, we feel that environmental programmes themselves may not need to be documented and we will use our discretion on whether these are needed. Our definition of an environmental programme is: *a series of time-tabled tasks designed to achieve our objectives and targets for established significant environmental aspects.*

Environmental Programmes will state the following:

- i) The means by which the programme will achieve the set objectives and targets.
- ii) The time-frame of the programme.
- iii) The person(s) responsible for delivering the programme.
- iv) The means and frequency of monitoring the programme and the units of measurement.
- v) Once completed, the result of the programme i.e. if the objectives and targets were achieved and if not, the reasons why.

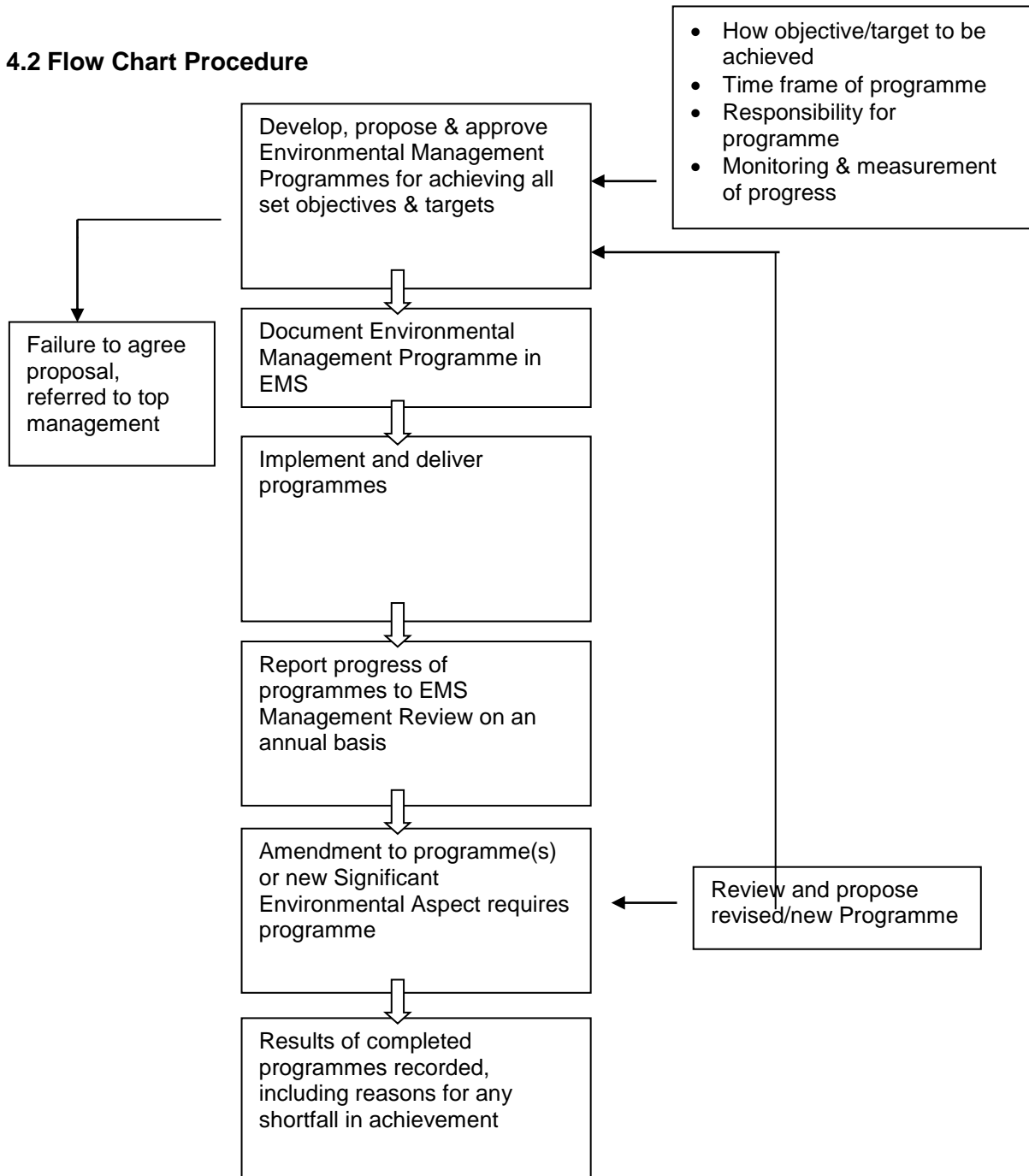
At the same time as objectives and targets are established for significant environmental aspects, programmes to achieve them will be drawn up if deemed helpful. It will be the responsibility of the

Environmental Manager to implement and deliver such programmes in consultation with relevant staff. If agreement cannot be reached on a proposal for any particular Environmental Management Programme, top management will be made aware of this and take responsibility for the final decision.

Progress of the programmes will be reported by the Environmental Manager to top management at the annual EMS Management Review where any further amendments will be suggested and approved. The Environmental Manager will be responsible for ensuring implementation of any recommended changes. Any newly identified significant environmental aspect(s) will have objectives, targets and an environmental programme established for them as soon as it is practicable to do so.

Should anyone with responsibility for Environmental Management Programmes propose that an amendment to a programme be made, a review of the existing programme will be undertaken. Should any amendments be approved a revised document will be prepared and authorised. The amended programme will be appropriately communicated and implemented.

4.2 Flow Chart Procedure

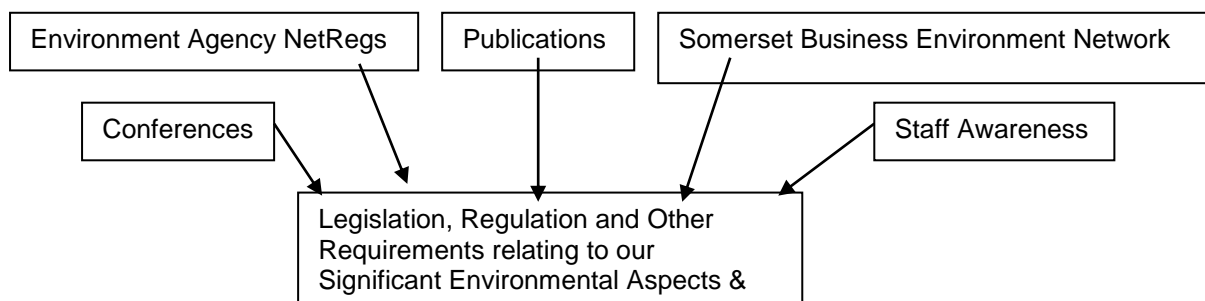


5. Environmental Legislation

5.1 Identification and compliance with Legislation, Regulatory Requirements and Other Requirements

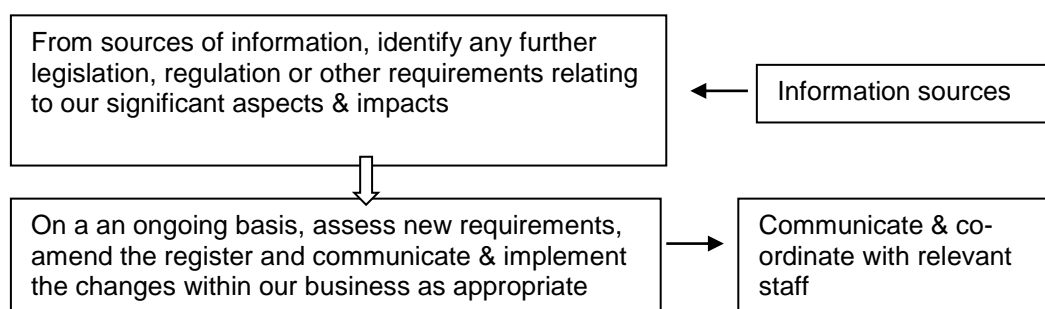
We recognise our duty to comply with statutory requirements that relate to our activities, products and services. We further recognise that this goes beyond environmental legislation to all that relates to our significant environmental aspects and impacts.

We do not consider it necessary to have a register of legislation and other requirements that applies to our significant aspects. The sources of information we use to ensure we are aware of current and incoming legislation, regulation and other requirements are as follows:



As part of our commitment to compliance with legislation applicable to our significant environmental aspects & impacts, we will review legislative issues formally on an annual basis during the CBEN annual assessment. This review will include other requirements to which we subscribe, such as the Environment Agency PPG Guidance relevant to our activities.

5.2 Flow Chart Procedure



6. Competence, Training & Awareness

6.1 Identifying Training Needs

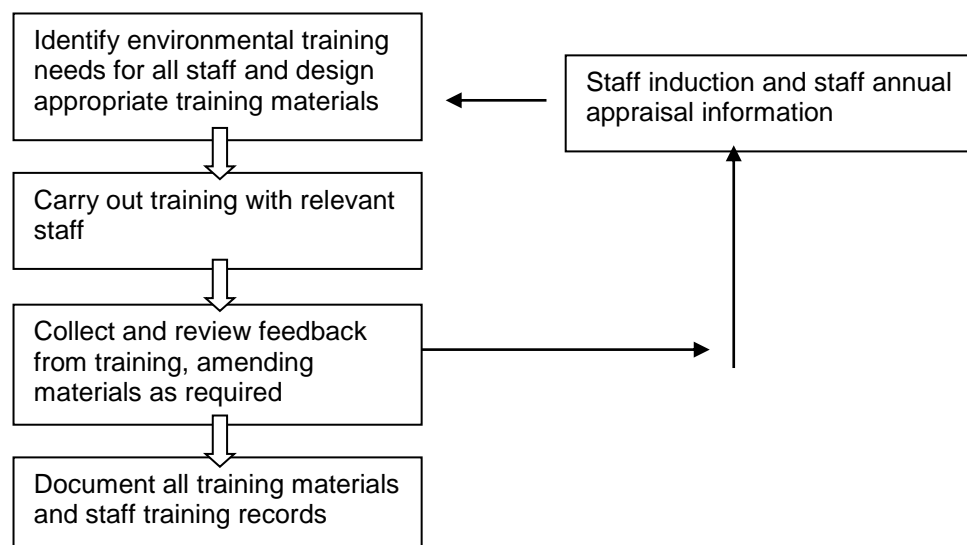
We recognise that it is important to train all our staff in general environmental awareness, in particular that relating to our operations. This information may be provided in various forms such as presentations, briefing meetings, paper based material, electronic material and will form part of the initial staff induction process.

The Environmental Manager will identify environmental training needs for different job types and design, write and approve the appropriate training materials. Training needs will also be identified as part of the annual staff appraisal process and some staff will receive additional environmental training if their work directly relates to identified significant environmental aspects/impacts or has the potential to create a significant impact on the environment. Records of all staff environmental training undertaken will be held.

Feedback from any training undertaken will be collected and the training materials will be evaluated for their effectiveness. It will be the responsibility of the Environmental Manager to review such feedback and amend training materials as necessary, keeping them up-to-date with changing legislation, requirements etc.

The Environmental Manager will be responsible for ensuring that all staff are appropriately trained regarding the environment, working as a minimum to the competency levels required by the ISO 14001:2004 Standard.

6.2 Flow Chart Procedure



7. Environmental Emergencies & Incidents

7.1 Identifying, Managing and Documenting Environmental Emergencies and Incidents

We recognise our duty to develop a procedure which lays out the way in which potential environmental emergencies and incidents are identified and managed and how emergency response procedures will be documented, reviewed, amended and tested.

We define an environmental emergency as follows: *Unauthorised/uncontrolled release of a substance or substances in any form (e.g. a gas, a liquid, a solid, a nuisance such as noise, vibration, odour or any combination of these) into the environmental media (air, land, water) requiring **immediate and urgent** action to prevent or minimise environmental impact(s) which would be likely to result in any one or a combination of the following:*

- (a) *The calling of any emergency service.*
- (b) *The notification of the Environment Agency or Local Authority Environmental Officer and which is likely to result in any form of action by them*
- (c) *Legal proceedings against the organisation under environmental legislation*
- (d) *Justifiable complaints from local residents and/or environmental groups*
- (e) *Significant long/medium-term environmental damage/harm e.g. to humans, flora, fauna, water/land contamination, property.*

We define an environmental incident as follows: *Unauthorised/uncontrolled release of a substance or substances in any form (e.g. a gas, a liquid, a solid, a nuisance such as noise, vibration, odour or any combination of these) into the environmental media (air, land, water) requiring action to prevent or minimise environmental impact(s) which would be likely to result in any one or a combination of the following:*

- (a) *The calling of any emergency service.*
- (b) *The notification of the Environment Agency or Local Authority Environmental Officer.*
- (c) *A breach of environmental legislation*
- (d) *Complaints from local residents and/or environmental groups*
- (e) *Identifiable environmental damage/harm e.g. to humans, flora, fauna, water/land contamination, property.*

The Environmental Manager will identify potential environmental emergencies and incidents. Environmental Aspects and Impacts will be considered in terms of the requirements for emergency preparedness and response. Where considered necessary and/or prudent, incident-specific procedures will be written describing the action that will be taken in the event of such an emergency/incident with the aim of minimising the environmental (and other) consequences. It will also be assessed if there are adequate incident-specific management equipment and training for all identified significantly rated emergencies/incidents in consultation with relevant staff.

The Environmental Manager will review and amend the procedures following (a) a periodic procedure review (b) an incident enquiry/investigation (c) testing effectiveness of procedures and emergency preparedness and response. Three years is the longest period any procedure should left without appropriate tests being carried out.

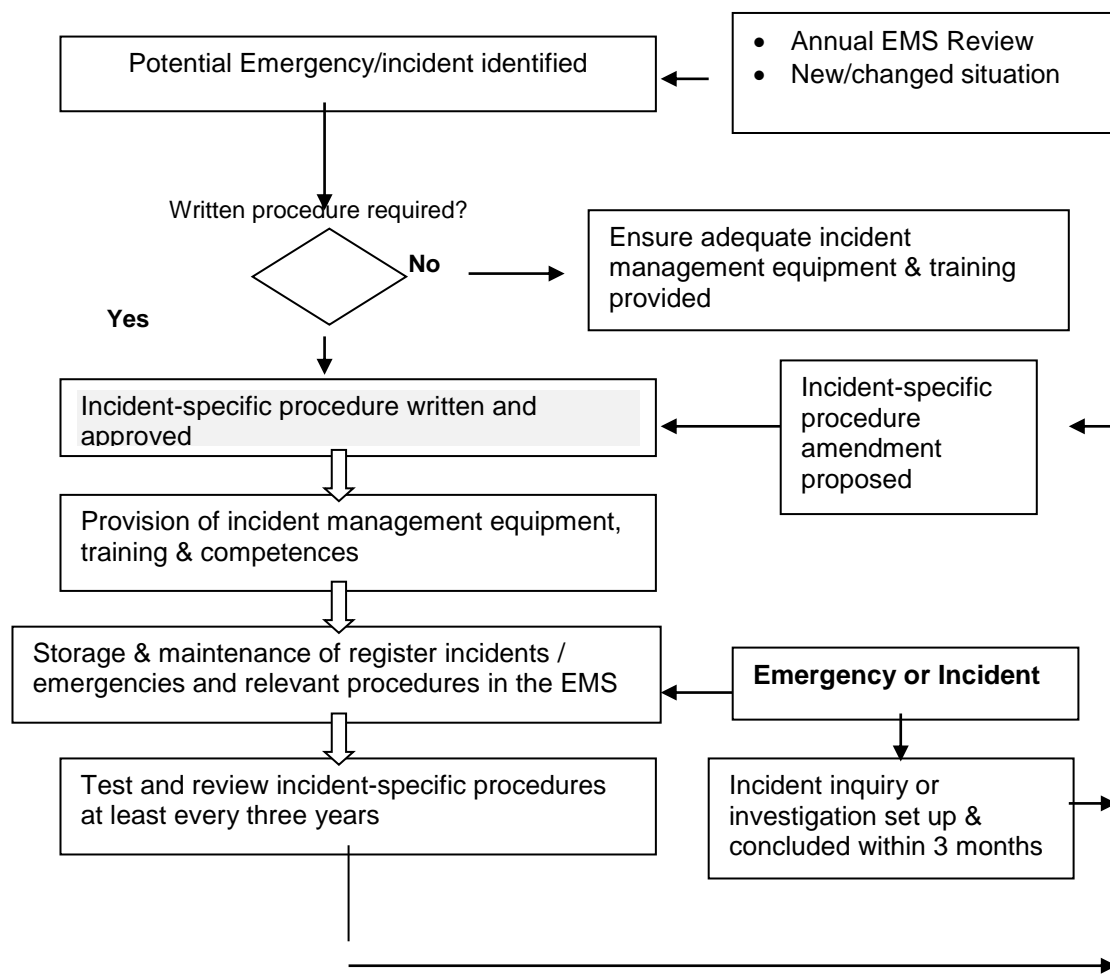
It is the responsibility of the Environmental Manager to communicate emergency and incident preparedness and response procedures to appropriate staff to a level that they can manage any environmental emergencies and incidents within their areas of responsibility and assist in the following inquiries/investigations.

It is also the responsibility of the Environmental Manager to store and maintain a register of incidents/emergencies and incident-specific procedures within the EMS, detailing the department to which the procedure & incident relates in addition to the outline information of the incidents. The details in the record will include a description of (a) how the incident occurred, the date on which it occurred and any relevant associated background information, (b) the extent of the incident including quantities and nature of the substances involved (c) the actions taken (d) any necessary remedial steps (e) external bodies involved and/or notified together with any action they took (f) the overall outcome in terms of the environmental

damage, estimates cost, complaints and effects on the organisation's reputation, (g) any environmental legislation breached, (h) how the incident may be prevented in the future (i) any follow-up action (with responsibility for them indicated), including the date these actions were completed and by whom.

After every environmental emergency/incident there will be, as soon as practical, an inquiry or investigation. The Environmental Manager will decide on the level of inquiry or investigation required to be undertaken into each emergency/incident. The minimum will be a report providing the details given above for more minor incidents, up to a panel of enquiry and full management-led investigation for analysis of emergency situations. The target time for completion of such inquiries/investigations is within one month for the more minor incidents to within three months for emergency situations and the more major incidents.

7.2 Flow Chart Procedure



8. Internal & External Communications

8.1 Internal Communication Mechanisms

We recognise the need to ensure that an effective internal system of communication between staff is in place regarding environmental issues and the Environmental Management System (EMS). General EMS information to be communicated to all staff will include our overall environmental performance, results of EMS audits, changes to policy, procedures and new environmental initiatives. This may take the form of tool box talks, briefing meetings, paper based material, notice boards and electronic material. Function-specific information will be communicated to the relevant staff by similar means.

Information regarding the EMS and other environmental issues shall be communicated to staff as part of the induction training process and through continued training. This is monitored by the Environmental Manager.

The Environmental Manager will be responsible for responding to any environmental queries from staff. During training briefings, talks etc, the Environmental Manager will be available to staff to voice their opinions on environmental matters, any queries which are unable to be adequately answered will be noted and answered when the information is available.

Once a formal enquiry has been received, the Environmental Manager will decide upon the best course of action to take. This could include: a) Dealing with the enquiry directly; c) Seeking information from sources such as a consultant or an environmental organisation. The Environmental Manager will ensure that the query is resolved as far as practicable. After responding to the communication in the most appropriate manner, the Environmental Manager must later ensure that the communication is documented within the EMS including; a) The date of the query; b) Who the communication was between and who the enquirer was; c) What means of communication were used; d) What the Communication was about; e) What the eventual outcome of the communication was; f) Any actions resulting from the communication.

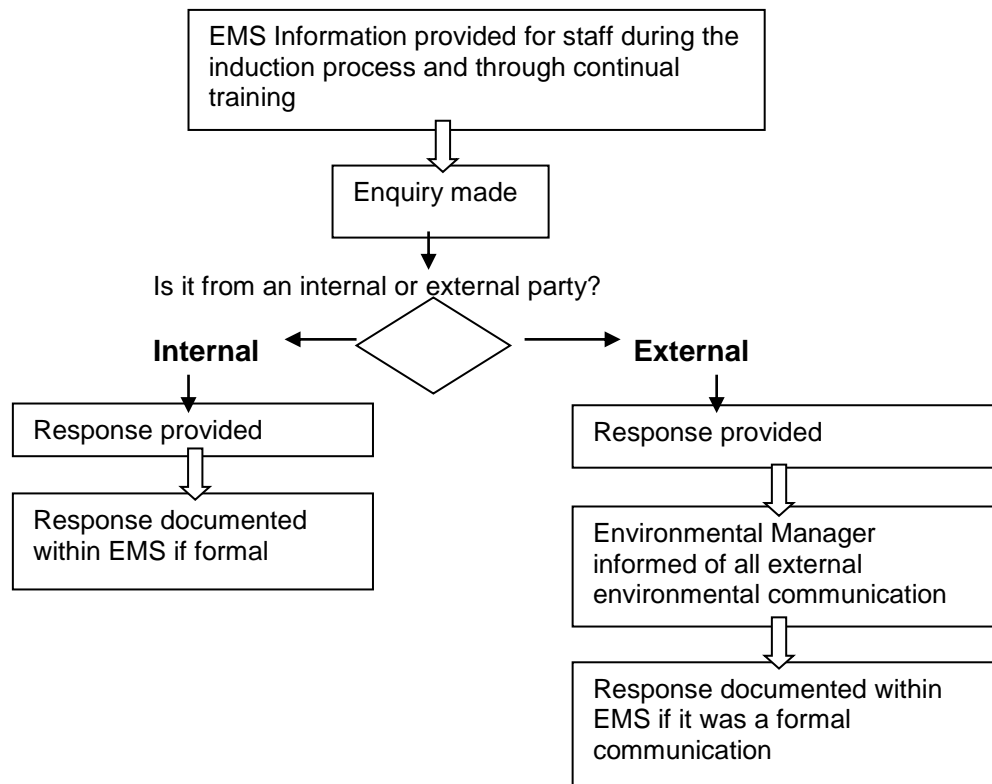
8.2 External Communication Mechanisms

We recognise that it is important the state how environmental communications from external interested parties will be received, documented and responded to.

Any employee receiving a communication from an external interested party via any medium (e.g. telephone, letter, e-mail, direct verbal) may respond to the enquiry provided they are adequately informed in order to do so. If the member of staff receiving the communication is unable to provide a satisfactory response, the Environmental Manager will be consulted. Once a formal enquiry has been received, the Environmental Manager will follow the above procedure in responding and collate all the information necessary to provide a satisfactory response. In the event of a visit in person by an external interested party, either announced or unannounced, the Environmental Manager will ensure that the immediate enquiry is dealt with either directly or by an appropriate member of staff. Follow-up information/action may also, of course, be needed for an adequate response.

Any member of staff responding to an external communication must ensure that the Environmental Manager is informed of any environmental communication. The Environmental Manager must then record the information in the above documented fashion.

8.3 Flow Chart Procedure



9. Document Control and Records

9.1 Creation, Maintenance, Updating and Disposal of Documents

We recognise that it is important to have a system whereby documents are controlled within the Environmental Management System. This encompasses the creation, maintenance, updating and disposal of all documents and data.

Each document will be titled, numbered and sub-sectioned. An explanation of all procedures in this format is given in the Contents of this manual. Each document will have a version number and date the version was written / amended. At the foot of each document will be the date the document was last printed and the period for which the hard copy is valid. This period is 30 days. If a document is accessed electronically and amended/alterd in any way, that current date will be displayed at the foot of each document.

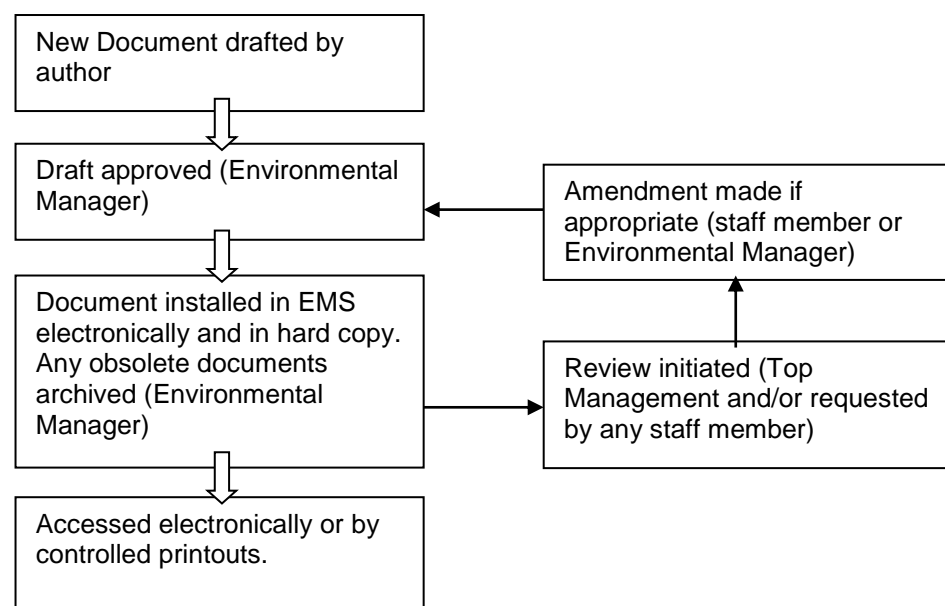
Any outdated documents will be removed from the EMS and replaced by a current version, clearly displaying the version number. Outdated documents will be stored electronically for reference and to reflect progression/improvement. If the document has been superseded, the date on which this occurred will be included.

The Environmental Manager will be solely responsible for amending and/or granting permission to amend or otherwise update documents. Anyone can apply for a document to be amended by contacting the Environmental Manager and stating in writing/email the reason for amendment and the suggested amendment. All such correspondence will be stored in the EMS. If an amendment is deemed appropriate, the Environmental Manager will make a copy in electronic form of the document and either make the amendment to the new copy or forward it to the amendment requester to draft a proposed amendment. The proposed amendment will be passed back to the Environmental Manager who will approve and input the

new version of the document into the EMS. The superseded document will be archived electronically and retained for a minimum of five years. The new document will be clearly labelled as an amendment to the previous document stating the date altered and the number of the amendment. In circumstances where amendments need further discussion they will be raised at the next Environmental meeting.

The Environmental Manager will also be responsible for informing relevant staff of any amendments to documentation within the manual and disposing of obsolete material. All documentation is to be stored electronically, access to which is unrestricted on a 'view only' basis. Printed copies can be made available to anyone. Any document printouts will show the document control details as headers and footers.

9.2 Flow Chart Procedure



9.3 Storing and Tracking EMS Records

Records are defined as: *collections of information (including data), however held, relating to the EMS and/or the operation of it e.g. waste transfer notes.*

It is the responsibility of the Environmental Manager to maintain records to the standards. This includes the collection, indexing, filing, storage, retrieval and retention of all records and the provision of up-to-date details stating where and in what form the documents are held and who is responsible for access to them. The Environmental Manager will verify record locations annually to ensure that all EMS records are in the correct place and that they are being kept to the requirements. This may be achieved through the EMS audit programme.

The Environmental Manager will authorise changes and additions to EMS records arising from new developments. Unless otherwise agreed by the Management, all EMS records will be kept for a minimum of 5 years.

10. Writing, Updating and Reviewing Policy, Procedures and other key documents

10.1 Identification of Responsibilities

We acknowledge the importance of documenting our process for writing, updating and reviewing all our EMS documentation. It is the responsibility of the Environmental Manager to write and amend all procedures maintained in this manual and ensure that each conforms with the procedure described here. It is also the responsibility of the Environmental Manager to approve all new and amended documentation before it is filed in the EMS by ensuring its accuracy and in compliance with this procedure and Document Control described in Procedure 9, contained in this manual. The Environmental Manager will also ensure that once authorised, new or amended procedures are electronically added to the EMS and that superseded documents are properly archived.

All documentation will be reviewed in the annual EMS Management Review in accordance with Procedure 12 contained in this manual. It is the sole responsibility of top management to write, review and update all Organisation Policies relating to the EMS on an annual basis and/or if circumstances change. Anyone can apply for any other document or procedure to be amended in accordance with Procedure 9 contained in this manual.

10.2 Defining the Contents of a Procedure

Procedures shall be split into sections. The number and content of each section will vary from procedure to procedure, depending on the scope of the procedure and its importance to the successful functioning of the organisation's EMS.

- The opening section will invariably describe why the procedure has been created, the extent of the procedure and what it achieves. Any definition of terms to be used in the content of the procedure shall be done here to reduce ambiguity.
- Definitions of responsibilities will form an essential part of all procedures, as will work instructions to be carried out by each.
- If any documentation results from a procedure, such as the documenting of complaints or queries, the content of such correspondence will be defined. (For example, Procedure 8)
- Procedures describing a process will include a flow chart to clearly illustrate the procedure.
- All procedures will comply with the Document Control of Procedure 9, including the archiving of superseded procedures.

11. Auditing; Non-Conformances, Corrective & Preventative Actions

11.1 Procedure for EMS Audits

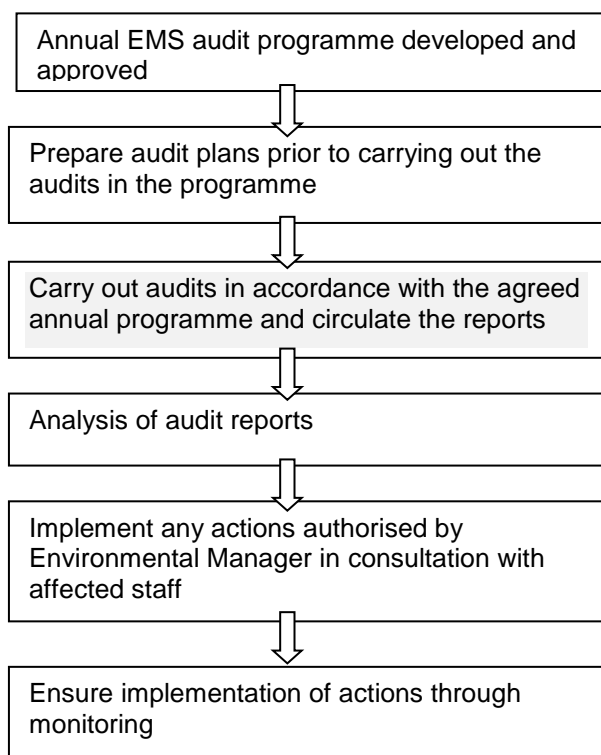
We recognise that it is important to document the scope, frequency, roles and methodology of our EMS audit system. An EMS audit is defined as a: *systematic and documented verification process of objectively obtaining and evaluating audit evidence to determine whether an organisation's EMS conforms to the EMS audit criteria and communicating the results of this process to the client.*

It is the responsibility of the Environmental Manager to write and approve the annual EMS audit programme detailing; (i) the number of audits to take place (ii) the areas of the EMS to be audited (iii) when the audits are to be conducted (iv) who will conduct the audits. Following an audit, the Environmental Manager will decide on and authorise any action deemed appropriate from an EMS audit report (and analysis) as soon as practicable following completion of it (and in any case within 3 months its completion). The Environmental Manager will monitor the efficiency and effectiveness of implementation of such authorised action(s), ensuring that they are carried out within an acceptable time frame.

Auditor:

Prior to an audit, a sufficiently qualified auditor (internal or external) will be nominated by Management. The auditor will propose an audit plan (a pre-audit statement outlining the details of the forthcoming audit) which must be approved by the Environmental Manager.

11.2 Flow Chart Procedure



11.3 Procedure for Non-Conformances, Corrective & Preventative Actions

This procedure states how non-conformances within our EMS are identified and processed, how corrective or preventative actions are identified, implemented and monitored and how any action to mitigate environmental impacts will be decided upon and implemented.

We have identified two types of non-conformances:

Type A - an element (or a number of elements) of the EMS do not comply with CBEN Gold Award.

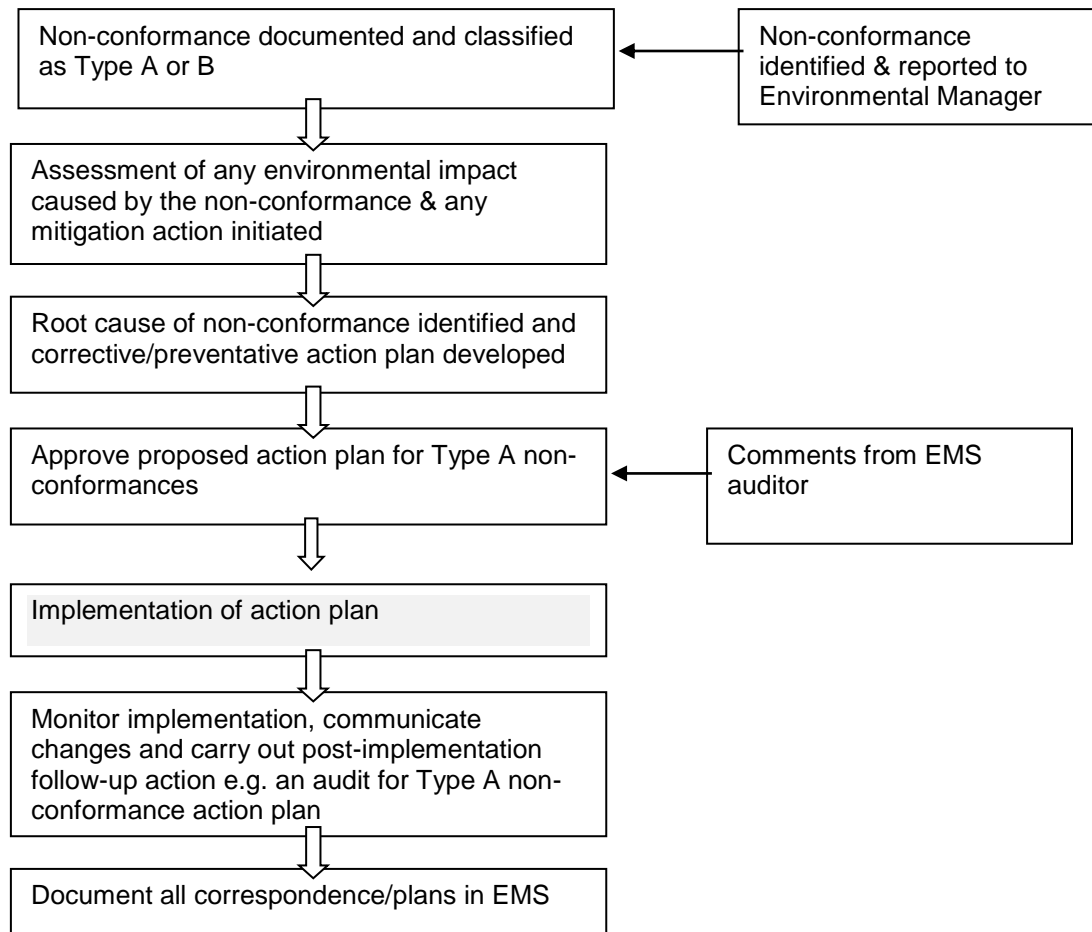
Type B - the EMS element(s) is in theory correct but is not being implemented correctly, e.g. procedure compliant but is not being followed in practice. System non-conformances of Type A will normally be

identified by an EMS auditor during an official audit. Non conformances of Type B may be identified by any individual involved in the day to day operation of the EMS.

It is the responsibility of the Environmental Manager to receive and document reports of non-conformance or potential non-conformance which must be in writing (electronic or otherwise). On receipt of such a report, the Environmental Manager will:

- a) Record the observation detailing; the date, the observer, a description of the non-conformance and any suggested solutions
- b) Assess any environmental impact that may have been caused by the non-conformance and arrange for mitigating action when needed. The emergency response procedure must be used when appropriate.
- c) Liaise with relevant staff to identify the root cause of non-conformance and to develop corrective/preventative measures through an action plan for corrective actions. The action plan should consider;
 - i) Any immediate remedial action taken.
 - ii) What the identified root cause of the non-conformance is.
 - iii) What longer term corrective/preventative measures are to be taken.
 - iv) Any changes to procedures or documentation resulting from the measures.
 - v) Defining who is responsible for implementing the action plan.
- d) Ensure that implementation of the action plan is carried out by the designated individual(s). In the case of Type A non-conformances, the Environmental Management Group must first approve the action plan prior to implementation. The action plan must also be copied to an EMS auditor for comment.
- e) Communicate any changes in procedures to relevant staff.
- f) Decide the extent of follow up action required once the action plan has been implemented. Changes as a result of Type A non-conformances will require a specific follow up audit to check compliance. Changes as a result of Type B non-conformances can be checked through the following annual EMS audit programme.
- g) Document all correspondence/plans/amendments in the EMS.

11.4 Flow Chart Procedure



12. EMS Management Review

12.1 Setting the agenda for a Management Review of the EMS

In order to ensure management commitment and direction to improvements in our environmental performance, we recognise the need to hold an annual EMS Management Review. This will take the form of a review meeting, which both top management and the Environmental Manager will attend, and will assess the continuing suitability, adequacy and effectiveness of the entire EMS in achieving the aim of continual environmental improvement. The review will include:

- Assessments of internal and accreditation audit reports and the implementation of their findings
- The extent to which objectives and target have been met
- An evaluation of the suitability of the environmental policy and the effectiveness of the EMS in the following areas;
 - a) changes in applicable legal requirements and other requirements to which the organisation subscribes
 - b) changes in the products and services of our third parties

- c) advances in science and technology with regards to our product
- d) lessons learnt from environmental incidents
- e) market needs
- f) communication from external interested parties; including complaints

12.2 Outputs from the EMS Management Review

- a) Those involved in the EMS Management Review will make a decision on the continued suitability, adequacy and effectiveness of the EMS in achieving the aim of continual improvement. Performance against our objectives and targets will also be documented and amended as required. Any recommendations for change will be listed in a document, which will be retained by the Environmental Manager.
- b) Top management will be responsible for implementing any changes to human or financial resources to meet the changes.
- c) The Environmental Manager will be responsible for ensuring implementation of any recommended changes which will be carried out in the first six months following the review and in consultation with any affected staff.
- d) EMS Review documentation will be retained within the EMS in accordance with the CBEN Gold Award Specification standard.

12.3 Flow Chart Procedure

