



ISO14001:2004

**ENVIRONMENTAL
MANAGEMENT
SYSTEM
MANUAL**

SUNTER LTD
Unit 14 Lyons Industrial Estate
Hetton – le – Hole
Tyne & Wear
DH5 0RH

October 2010

Version No 2



Environment System Manual

Date	Version Number	Developed by	Issued by
13.01.2010	1	John Walker	John Walker
08.10.10	2	John Walker	John Walker

INTRODUCTION

This Manual has been written in accordance with the ISO14001:2004 Standard. The aim of the manual is to outline the internal procedures in place to effectively carry out the requirements of the Standard.

This Manual (Version 2) is a work in progress has been written as part of the initial assessment and gaining of the Standard.

Once the ISO14001 Standard is achieved by the Company the manual will be adapted and new revisions will be made, any revision will overwrite any previous versions.

The ISO14001 Environmental Management System is overseen for the Company by the Health, Safety & Environmental Manager. Any questions and/or queries on this manual and/or on any Environmental Issues should be directed too:

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Health, Safety & Environmental Manager

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EP.1

ISO 14001
Clause Number...4.1

GENERAL REQUIREMENTS



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SUNTER LTD ENVIRONMENTAL MISSION STATEMENT

Sunter limited subscribes to the Environmental Policy in place and is committed to implementing and maintaining an environmental management system conforming to BS EN ISO 14001 throughout the whole of the company's undertaking and at all of its premises and work sites.

SUNTER LTD ENVIRONMENTAL DIRECTION

Our aim is to monitor and improve on our environmental performance, and the company is committed to achieving this by:

- Complying with all relevant environmental regulations, legislative requirements, codes of practice, corporate policies and protocols, as a minimum.
- Co-operating with Client, Local Authority and Housing Associations with regards to all aspects that could or have an adverse effect on the environment.
- Prevent pollution
- Develop and maintain continuous improvement of our environmental performance, specifically addressing:
 - Waste (reduction and re-cycling of)
 - Noise
 - Energy Use (and miss-use)
 - Vehicle Use
 - Delivery Schedules
 - Material Order Management
 - Any other
- Promoting employee involvement and awareness of environmental issues through training and educational programmes.
- Fully integrate environmental considerations into all aspects of the company's undertakings to minimise any adverse environmental effects, locally and globally, as far as is reasonably practicable.

Internal audit and review of the environmental management system shall ensure that the system remains effective and meets BS EN ISO 14001 standards throughout the Company.

This Environmental Management System Manual will be made known to all our employees and to members of the public and interested parties upon request.

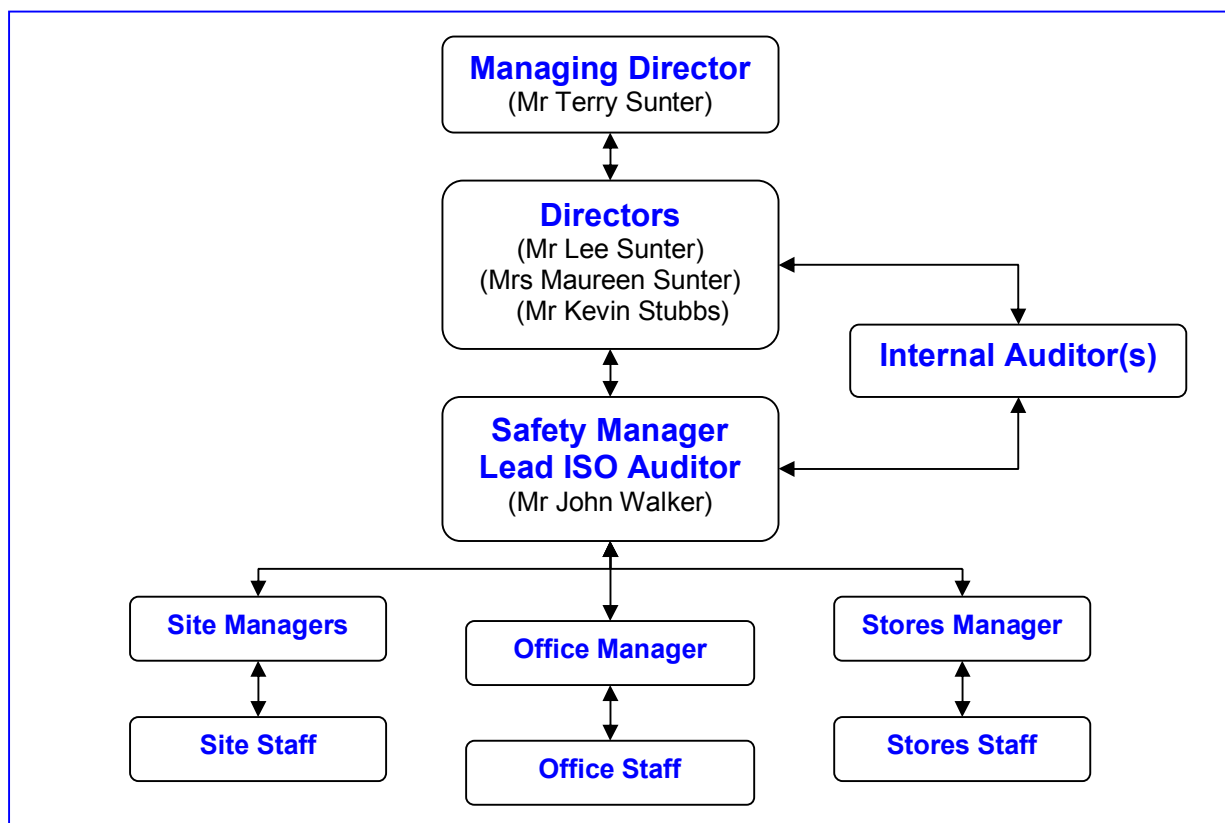


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ORGANISATION CHART & ENVIRONMENTAL MANAGEMENT RESPONSIBILITIES



T. Sunter, Managing Director



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RESPONSIBILITIES

Managing Director – To provide funding and “Top Management” responsibilities to ensure that the Environmental Management System is implemented.

Directors – To assist the Managing Director in his “Top Management” responsibilities and to ensure all Managers and other Staff are aware that they must co-operate in Internal and External Audits and implement and manage any other aspects of the Standard.

Safety Managers – To devise, manage, maintain and implement the Environmental Management System and to inform the Directors/Managing Director of their responsibilities in ensuring the system is fully complied with. To act as the Lead Auditor and schedule Internal Audits and liaise with the External Auditor in his/her Audit requirements.

Internal Auditors – To carry out Internal Audits to ensure that the Standard is implemented and up-to date. Report any non-conformities or non-co-operation to the Lead Auditor or Company Director.

Site Managers – To ensure that any site under their control implements all requirements of the standard and any non-conformity are acted upon and reported to the Safety Manager.

Site Staff – To implement all aspects of the standard during their daily work duties, reporting to the Site Manager and item(s) that they feel may need attention or alteration.

Stores Manager – To ensure that all materials are ordered when necessary in bulk orders as to reduce the amount of delivery vehicles and excess packaging. Also to manage the re-cycle station and arrange collection of recycled materials. To manage the amount of materials given to site staff and report to Senior Management any non-conformities in the Standard.

Stores Staff – To comply with the requirements and instructions given on Environmental issues by the Stores Manager or any Senior Member of Staff.

Office Manager – To ensure that all requirements of the Standard are implemented within the office environment.

Office Staff – To comply with the requirements and instructions given on Environmental issues by the Office Manager or any Senior Member of Staff.

Others (Visitors etc) – To comply with any information given with regards to environmental matters whilst on company premises.



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EP.2

ISO 14001
Clause Number...4.2

ENVIRONMENTAL POLICY



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Date	Environmental Procedure Number	ISO Clause Number	Version Number	Developed by	Issued by
11.01.10	E.P.1	4.2	1	J.W	J.W

ENVIRONMENTAL POLICY STATEMENT

Sunter Ltd will in all of its activities and undertakings commit to uphold the standards required to comply with BS EN ISO 14001. This commitment will be cascaded from Top Management to all Staff, Supplier and Customers where required.

The Company will also uphold all statutory requirements including all relevant Environmental regulations and requirements, all approved codes of practices, and all corporate policies that are required by the company under its work activities and undertakings.

It is the Company's interest to have a planned approach towards prevention and reduction of waste and pollution leading to a long term reduction of costs, as prevention and reduction are more desirable and economical than damage repair after the event.

The Company will control its activities to avoid causing unnecessary and unacceptable risks or adverse effects on the environment in line with the requirements of the Environment Protection Act 1996, as far as is reasonably practicable.

Responsibility for the environment is ranked equally other aspects of the company's undertakings including health & safety, and quality management, environmental issues will be run in conjunction with these and will be implemented to the same standards.

Environmental awareness and individual responsibility will be developed amongst employees at all levels with full and effective consultation being encouraged.

The Company will continue to develop and improve standards by making use of available technology and developments, together with a waste recovery and recycling approach.

Local community interests will be taken into account and positive communication with the community entered into where appropriate.

Clients, employees, the general public and all other persons who may be affected will be made aware of any company activity which may affect the local or global environment.

Natural habitats and wildlife will be respected and where appropriate within the control of the company, maintenance, restoration or creation of habitats will be encouraged.

Materials will be sourced from suppliers with a positive approach to sustainability and recycling of items and materials.

Vehicle and plant will be maintained in accordance with the manufacturer's guidelines to ensure optimal performance and minimise any pollutants released into the atmosphere. The minimisation of the amount of vehicles will be encouraged where possible.



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Where possible, when purchasing any new vehicles, apart from cost, other factors will be taken into consideration: i.e. Vehicle emissions, weight and size, number of seats, load capacity – all of these factors will be determined to ensure that the correct type of vehicle is purchased, to ensure the impact on the environment is minimized, including:

- Emissions into the atmosphere
- Number of seats – to minimise journeys
- Weight and size – to ensure load capacity is adequate and minimise journeys.

Energy usage will be kept to a minimum at Head Office, other site offices and on site during standard working practices etc.

Delivery of materials will be constantly monitored and stock levels kept at a level to minimise the amount of deliveries taken, therefore reducing the amount of delivery vehicles on the road specifically for Sunter Ltd deliveries.

The company will endeavor to minimise the amount of waste taken to general landfill, and will actively promote the re-use and re-cycling of packaging and other materials.

This Environmental Policy and all associated documents will be revised annually or when required due to changes in any regulations etc, or upon implementation of any significant changes to the Company's activities etc.

This Policy and all Associated ISO 14001 documentation will be made available for employees, clients, and any other interested parties. A copy will be posted on the company website in due course.

A handwritten signature in black ink, appearing to read 'T. Sunter'.

Mr. T. Sunter
Managing Director

February 2010



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Environmental/Waste Management Information

Company Policy

Introduction

The construction industry creates a great amount of waste on a daily basis. At Sunter Ltd our aim is to minimise the amount of waste created and to instill into our employees the need to re-cycle as much materials as possible.

The need for this is not only to protect the environment and natural resources, but to save on the cost of materials, which in the long run affect us all.

Environmental Damage

The construction industry can damage the environment in a number of ways. It therefore has a major role to play in protecting natural resources.

Construction activities, which have the potential to cause environmental damage, are:

- environmentally damaging designs
- high energy usage (minimising greenhouse gas emissions)
- the construction process itself

The ways in which you can help:

- When rubbish is being placed into skips, break kitchen units etc into pieces.
- Do not tip any contaminated water etc into drains or watercourses
- Re-cycle as much materials as possible (use off-cuts of timber etc for other uses).
- Re use rubbish bags, empty the contents into the skip, this saves on resources and cost.
- Do not burn any waste on site, all waste is to be placed into skips or removed from site.
- Do not throw away half bags of materials etc; re-use them for the next job if possible.
- Do not leave van/plant engines running un-necessarily.
- Use dust extraction systems on plant and tools to reduce the amount of dust escaping into the atmosphere.

Damage to the environment may arise from construction site activities, which may include any of the following pollutants.

To air:

- Dust – from plant and machinery
- Exhaust emissions – from vehicles and plant
- Gasses or vapours – from soldering, welding and various plumbing operations.
- Noise – from numerous building operations
- Smoke – either from smoking or burning of materials



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To land:

- Chemicals – from additives to cement etc
- Litter – from materials not placed into skips and allowed to blow around the site etc.
- Oils and fuels – from vehicles and plant
- Spillage of materials – due to accidents etc
- Waste materials – from materials left over from the building process

To water courses and drainage systems:

- Chemicals – from additives to cements etc
- Contaminated water run off – after cleaning up using water, the water transfers any contaminants into the watercourses and drains.
- Oils and fuels – due to vehicle faults and bad maintenance.

Asbestos

Asbestos is a material that, as a company Sunter Ltd takes great care in reducing any risks to employees and members of the public.

On all sites run by the Local authority, asbestos surveys are undertaken prior to any employee working in a property.

If the survey shows a positive result and asbestos is found, it is removed by specialist licensed contractors as per The Control of Asbestos at Work regulations 2002 or amended.

However if during your working day you find a substance (textured coating, pipe insulation, wall/floor tile etc) that you think may contain asbestos, you should follow the following procedure

- Do not remove or break the substance
- Inform the Site Manager
- Follow the Site Managers instructions.

Exhaust emissions

Because of the fuel they burn, motor vehicles or other engines (generators etc) are amongst the largest sources of airborne pollution. For this reason all engines must be switched off when not in use.

Noise

Noise is classified as unwanted sound; this means that any noise created by you as a part of your working day is unwanted sound to others. Trying to eliminate all noise is not practical, but reducing the amount of noise to a level acceptable by all is attainable. To achieve this Sunter Ltd has purchased plant with some of the lowest noise levels available.

The ways in which you can help to reduce noise levels are

- To switch off all plant etc when not in use.
- Try to reduce the amount of noise escaping into the environment by using sound barriers (by using power tools in the back garden, the noise is shielded from the public in the front street by the house itself).
- Use hand tools for certain jobs (if practicable) instead of power tools, this not only eliminates most of the noise but saves using electricity.



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Water Pollution

It is an offence to accidentally or deliberately discharge trade effluents into public sewers. Trade effluents are any liquids produced as part of a trade or industrial activity. Trade effluents will include the water from brick cutting saws and any similar activity.

It is also an offence to contaminate waters in a way which may be poisonous to wildlife.

Re-Cycling

It is the purpose of the Company to re-use and re-cycle as much materials as possible. Within the Stock Yard at Head Office are a number of re-cycling bins. These are for the collection of plastic, paper and cardboard. All employees are encouraged to use these bins for the afore mentioned materials. By collecting these materials and the re-cycling of them helps in saving raw materials in the environment.

Summary

You may think that the amount of waste you create during your working day is small but if you multiply it by the amount of days you work in a year, you will be surprised at the amount that you as an individual create.

If you as a person reduce that by any amount, you will know that you are helping to protect the environment in your own small way

Documents Produced within this Procedure

Description	Date & Revision No	Document Author	Where Retained
Environmental Policy Statement	26.02.2009 Revision 1	John Walker	Head Office
Environmental /Waste Management Information Company Policy	13.01.10 Revision 1	John Walker	Head Office



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EP.3

ISO 14001

Clause Number...4.3

4.3.1 Environmental Aspects

4.3.2 Legal & Other Requirements

4.3.3 Objectives, Targets & Programme(s)

PLANNING



Environment System Manual

Date	Environmental Procedure Number	ISO Clause Number	Version Number	Developed by	Issued by
13.01.10	E.P.3	4.3	1	J.W	J.W

1. PURPOSE

The aim of this procedure is to identify the environmental aspects, legal and other requirements of its activities, products and services within the defined scope of the environmental management system, taking into account planned and new developments, or new or modified activities, products and services. Also to determine those aspects that has significant impact(s) on the environment.

2. SCOPE

The scope of the procedure is to identify and plan the activities that the company have, and produce a detailed action plan that can be implemented and maintained to ensure that the company attains and maintains the BS EN ISO 14001 Accreditation. An Action Plan will be produced to determine the way forward in the implementation of the Standard. Objectives, targets and programme(s) will be implemented where required

3. PROCESS

Planning of the Environmental Management System will be overseen by the Managing Director in conjunction with the Company Directors. The daily running and managing of the system will be overseen by the Health, Safety & Environmental Manager (HSEM).

4.3.1 ENVIRONMENTAL ASPECTS

The company has various areas that will need to be managed in accordance with the Standard. The main areas are:

- Waste
- Stock
- Suppliers/Manufacturers
- Vehicles
- Energy use and Miss-Use
- Delivery Schedules
- Consumables

WASTE

The company produces waste in all activities in which it participates. Waste produced falls into different categories:

- Controlled Waste
- Special/ Hazardous Waste
- Commercial/Industrial Waste

Controlled Waste - Controlled waste arising from construction and demolition. The majority of this waste is bulky and inert.

Special Waste – Hazardous or toxic waste as defined in the Special Waste Regulations (as amended 1996). By virtue of their various harmful properties, special wastes require particular care in their disposal

Commercial/Industrial Waste – Controlled waste arising from the Company Head Office and any Site Offices.



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Waste Management is carried out in accordance with the licensed waste carriers which are used by the company.

Waste produced on site is disposed of in various ways:

- Removed from site by a licensed waste contractor for recycling and/or general landfill.
- Removed from site by Sunter Ltd vehicles and returned to Unit 14 for segregation and storage for collection by a re-cycling company.
- Returned to Sunter Ltd Stores for re-use in other construction activities.

Documentation supplied and kept by the Safety Manager includes:

- Collection and consignment notes from Waste Carriers.
- Re-cycling collection notes and totals from Recycling Company.

Waste and excess materials created by the company during the course of its undertakings are passed onto licensed contractors and the waste stream by which Sunter Ltd requires documentation is deemed to be complete.

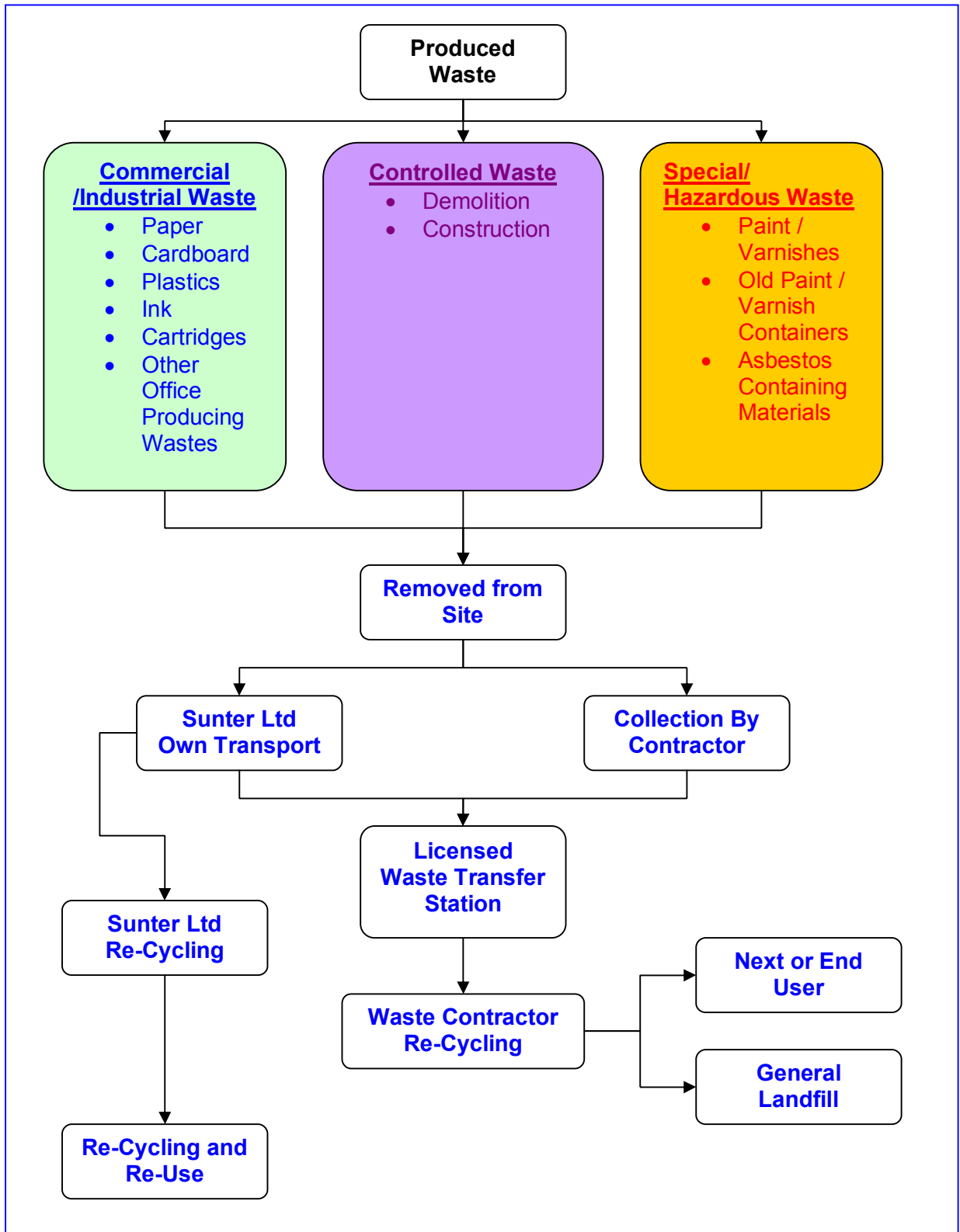
No waste is removed from any of Sunter Ltd sites by unlicensed person(s) hence eliminating the possibility of fly tipping and unlawful waste disposal.

Sunter Ltd aims are to reduce the overall amount of waste in the future in accordance with current legislation, economical costs and work load.



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Sunter Ltd Waste Streams

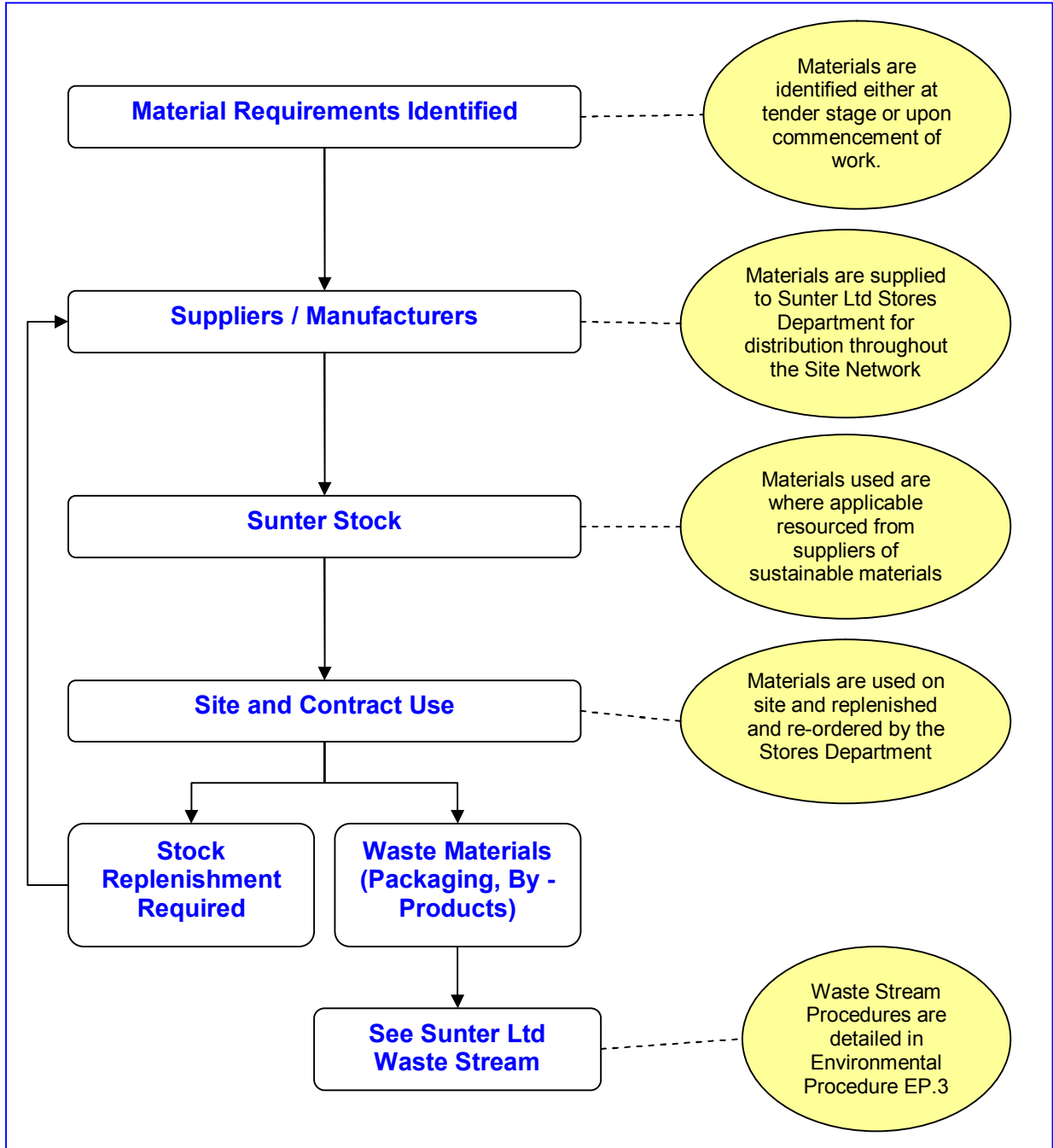




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STOCK

Stock Ordering, Distribution and Waste Management Procedure





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Sunter Ltd in the course of its undertakings holds a limited stock of material at its head office and stores facilities.

This stock is kept for various reasons including:

- Deliveries made by suppliers to Sunter Ltd stores by suppliers, reduces the amount of journeys (and all associated costs and environmental issues) required by Sunter Ltd vehicles to suppliers etc, therefore reducing:
 - Emissions made into the atmosphere by excessive small journeys
 - Miles travelled by Company vehicles, and associated fuel used
 - Service costs on Company vehicles
 - Excessive Road wear made by Company vehicles
- Stock Control, controlling stock ensures that only the stock required is used, therefore reducing:
 - Overstocking
 - Over-Ordering, and
 - Raw materials and other resources required in the manufacturing, supply and delivery of stock materials.

Materials required to carry out the Company's undertakings are sourced by various manufacturers. Some materials have to be purchased from Suppliers and Manufacturers nominated by a Client through a procurement system. Sunter Ltd has no control over these materials and the only way in which the environment can be helped is by the schedule of deliveries and by the re-cycling and re-use of packaging etc.

Materials that are ordered by Sunter Ltd for other sites and general stock use, are resourced from various suppliers, these suppliers are where applicable required to deliver products that are attained from sustainable or renewable stock.

Sustainable materials used include timber is sourced from Forest Stewardship Council (FSC) approved suppliers.



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VEHICLES

Sunter Ltd owns and operates a fleet of vehicles that are internally managed. All vehicles are used entirely for the undertakings and activities carried out by the Company.

To ensure that vehicles run to optimal performance and in accordance with manufacturer's guidelines the following is undertaken:

- **Annual Service** - carried out by an external contractor. All records and service information is kept by the HSEM as a hard copy in individual files for each vehicle.
- **MOT** (where applicable) – carried out where required by an external contractor.
- **Daily Driver Checks** – carried out by the driver on a daily basis. Faults are reported and rectified if and where required.

Sunter Ltd's fleet comprises of approx 30 vehicles; these are all less than 7.5 tonne and are not classified as Large Goods Vehicles (LGV's).

All vehicles are used on a daily basis throughout the network of sites and contracts.

Sunter Ltd actively seeks to reduce the amount of vehicles used on sites for various reasons, financially as well as environmentally.

Ways in which we seek to reduce the amount of vehicles used include:

- The use of crew cab pick-up trucks, seating up-to five people and with a payload area for materials (effectively two vehicles in one)
- The use of a Crew Bus, used for transporting employees to and from site.
- Having suppliers deliver materials directly to site if required. This does not effectively reduce the amount of Company vehicles on a site, but it reduces the size of any Company vehicle on site and the amount of driven miles.

ENERGY USE & MISS-USE

To manage the use of electricity within the office environment, the stores department and on site, we put into place various measures including:

Within Sunter Ltd head office are a number of computers, scanners and copiers and other electrical equipment.

The policy is to ensure all electrical appliances/equipment is switched off at the end of the working day, unless there is a specific need for the item to remain switched on.

Items that need to remain switched on after office hours include:

- CCTV Multiplex Unit
- Fax Machine
- Alarm System
- PC Server Unit
- Email Server Unit
- Emergency Lighting
- Refrigerator(s)

Items that are required to be switched off at the end of the day include:

- All PC's, monitors and printers
- Scanner/Copier
- Plotter/Copier
- Standard Lighting
- All desk appliances, calculators, radios etc.



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At Sunter Ltd Head Office, is a Stores Department and a Woodworking Manufacturing Shop. Within these areas are various types of electrical equipment, as in the office environment, there are items that need to remain switched on after working hours and items that need to be switched off:

Items that need to remain switched on include:

- Alarm System
- Hot Drinks Machine
- Emergency Lighting

Items that are required to be switched off at the end of the day include:

- PC, monitors and printer
- Radio
- Kitchen Appliances
- Woodworking Machinery (Also to be locked off)
- Standard Lighting

DELIVERY SCHEDULES

Sunter Ltd's daily activities require the delivery of materials both to site and to the Stores Department. To ensure that deliveries are minimised, an ordering policy is in place which includes:

- Ordering materials in bulk at the beginning of the month
- Ordering as many types of materials from the same supplier (price permitting)
- Ensuring a check is kept on materials so that ordering can be scheduled

OFFICE

Within the office environment, Sunter Ltd aim to reduce the amount of consumables used in the course of its undertakings. Below is a sample of consumable items (not exhaustive) that are used on a daily basis and procedures that are in place to minimise their use.

Consumable Items

As in any office environment, consumable items are used, such as:

- Paper
- Writing materials
- Inks, Cartridges and Toners
- Files etc

Sunter Ltd is no different to any other office and paper etc is used on a daily basis. Therefore to help in both the financial costs and with any environmental impact, the policy within the office is to

- Reduce the amount of paper being used.
- Re-use scrap paper as note paper
- Recycle any post received
- Not unnecessarily print any emails or other electronically received documents.
- Use pens any other writing implements until they are out of ink.
- Reduce the amount of cartridges, toners etc by only printing when necessary.
- Only print when necessary and in black ink, unless colour copies are required.
- Re-use arch lever and other files.



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4.3.2 LEGAL & OTHER REQUIREMENTS.

Legal and other requirements that need to be in place to adhere to the standard are listed below and will be updated if and when required. The implementation of the statute will be the responsibility of all who work for the company.

Statutory legal compliance with the Standard includes complying with the following Regulations, Approved Codes of Practice, Policies and/or Legislative Requirements

- ISO 14001:2004 Standard
- The Environmental Protection Act 1990
- The Waste Management (England & Wales) Regulations 2006
- The Control of Pollution Act 1974
- The Noise Act 1996 (as amended by the Anti-social Behaviour Act 2003)
- The Building Regulations 2000 (SI 2000/2531) made under the Building Act 1984
- The Control of Noise at Work Regulations 2005
- The Environmental Noise (England) Regulations 2006
- Any other relevant Act, Regulation ACOP and or other Statutory Notice.

Information on applicable legal requirements can be gathered from the following sources:

- In-house
 - Via the Safety Manager or Senior Management
 - By reference to Company Policies and/or Procedures
- Accredited Trade Bodies including
 - National Federation of Builders (NFB)
 - Construction Confederation
 - FENSA
 - Gas Safe Register
 - Others
- Clients, including:
 - Local Authorities
 - Housing Associations
 - Others

All environmental requirements regarding the Company's undertakings will be included in any statutory documentation for individual sites etc. A general oversight of the requirements will be included in this manual.

Revisions and updates to the manual will be passed onto all relevant parties if and when required to ensure that the company's environmental position is up to date.



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4.3.3 OBJECTIVES, TARGETS AND PROGRAMME(S)

The objectives that Sunter Ltd is aiming for is to ensure that the Standard is implemented, maintained and retained into the future, with a goal of continuous improvement and successful implementation of the Standard and any new legislation into its undertakings with the minimum of effort.

Targets need to be set and achieved and a programmed approach will need to be formulated to achieve this.

The responsibility for setting time scales for targets and objectives to be met will initially be by the HSEM. He will liaise with the Directors and Managing Director to ascertain if the timescales are achievable both financially and in line with work schedules of individuals.

The following Table outlines the objective that Sunter Ltd aim to achieve within the given timeframe. These objectives are achievable and can be formally measured to assure validity.

Objective	Target Description	Target Date
Set up an In-house recycling system – Unit 14 recyclable materials.	We aim to achieve up-to 100% recycling of all: <ul style="list-style-type: none"> • Paper • Cardboard • Plastic (Wrapping) The recycled materials will be baled at Unit 14 ready for collection and recycling.	The target date for this objective is December 2010.
Set up a recycling scheme on-site.	Ensure all materials that can be recycled are returned to Unit 14 for recycling. Measurement of this will be carried out on Site Audits carried out by the HSEM.	The target date for this objective is April 2011. (To be in operation for the ISO14001 External Audit – April 2011)
Environmentally Friendly Vehicles	Ensure that all new vehicles are purchase with environmental issues taken into consideration	Ongoing – This can be measured when new vehicles are purchased.
Material Delivery	Ensure that orders are placed with Suppliers so that multi-orders are delivered upon each delivery.	Ongoing – This can be measured by the continual checking of Delivery Notes and Invoices.

Waste recycling will bring its own environmental benefits for Sunter Ltd, including:

- Fewer skips being used (As waste will be returned from site to Unit 14 and compacted ready for collection by Re-cycling Company)
- Less miles being driven (Skip Supplier) as we will not require as many skips on site.

Documents Produced within this Procedure

Description	Date & Revision No	Document Author	Where Retained
Suppliers Delivery Notes	Various Dates	Various Suppliers	Monthly Suppliers Invoice Files – Admin Department



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EP.4

ISO 14001

Clause Number...4.4

4.4.1 Resources, roles, responsibilities and authority

4.4.2 Competence, training and awareness

4.4.3 Communication

4.4.4 Documentation

4.4.5 Control of Documents

4.4.6 Operational Control

4.4.7 Emergency preparedness and response

IMPLEMENTATION & OPERATION



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Date	Environmental Procedure Number	ISO Clause Number	Version Number	Developed by	Issued by
13.01.10	E.P.4	4.4	1	J.W	J.W

1. PURPOSE

This procedure aims to show that the company will make available adequate resources essential to establish, implement, maintain and improve the environmental management system. It also aims to identify specific roles and responsibilities for individuals and groups as well as defining documentation to implement the environmental system.

2. SCOPE

The scope of this procedure is to determine the competence level within the company and to ensure that that competence is passed onto others via training and awareness of the requirements of the Standard. To ensure that all communication and documentation is suitable and sufficient and that all emergency arrangements for unforeseen events are in place.

3. PROCESS

4.4.1 RESOURCES, ROLES, RESPONSIBILITY AND AUTHORITY

Resources - are made available for the implementation of the system by the Directors. Periodic Management Meetings are held to discuss various topics of the business. Within these meetings, a section will be defined to discuss financial and other topics with regards to ISO:14001.

Roles, Responsibilities & Authority – these are defined along with a Management Structure flow chart in EP1 (Clause 4.1 General Requirements).

The Company has nominated that the overall control of the Environmental Management System will be the responsibility of the Health & Safety Manager, who will be known as the Health, Safety & Environmental Manager (HSEM).

The Roles of the HSEM will include:

- Ensuring that the Senior Management are kept abreast of environmental legislation, statutory requirements and all aspects of the system, including:
 - Reporting to Senior Management on the performance of the system
 - Recommending improvement measures and associated costs etc.
- Overseeing the daily running, maintenance and implementation of the system, including:
 - Advising on all aspects of the system
 - Updating the system
 - Controlling documents
 - Updating documents
 - Formulating and updating the Environmental Management System Manual
- Acting as Lead Auditor, including:
 - Setting up audit times and dates
 - Scrutinising Audits
 - All other Audit requirements



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4.4.2 COMPETENCE, TRAINING & AWARENESS

Competence

Competence within the Company is required at all levels to maintain an effective management of environmental issues. Competence starts at Top Management level and is cascaded throughout the Company to all employees, contractors and others who come into contact with the Company's undertakings.

The company's undertakings primarily include the social regeneration of domestic properties. This includes all trades and associated works. All employees that undertake these operations are trained in their respective trades. A part of the training received to achieve the qualification will include promoting a positive impact on the environment with regards to their personal involvement.

Sunter Ltd will devise a periodic Tool Box Talk and/or Handout that will be given to all employees as a refresher to ensure that environmental issues remain at the forefront of employee's minds during their daily work. A record of attendance to this tool box talk and/or handout will be kept and added to the employees personnel file. Continuous appraisal of employees will determine any needs for training and/or refresher training of individuals. If required, suitable and sufficient training will be sought and implemented as required.

Office Based Personnel Competence

The Managing Director has had overall control of the Company since its foundation in 1973, needless to say, competence has been shown on how to successfully manage and take forward a company in an ever changing industry.

The Company Directors, working as Project Managers have also been employed for over 20 years by the Company and have, alongside the Managing Director shown competence in taking the Company forward. Both Directors have HND's in Construction related topics.

The HSEM is qualified to a level 6 Diploma in Occupational Safety & Health, this qualification involved training in environmental aspects and management. The HSEM has also received Audit Training in both ISO9001 & 14001. Employed by the Company since 1987, he has assisted the Board in the running of the Company. He has the competence and qualifications in Safety, Health and Environmental issues to give the competent management of the ISO Standard.

Internal Auditors have also been trained in the requirements to carry out ISO audits and how to implement any actions and act on none-conformities found in the audits.

On Site Personnel Competence

On site, Site Managers have the daily responsibility to enforce the Company procedures and to ensure all practices are followed. Site Managers have Site Management training, this ensures competence on the running of sites, including any environmental aspects.



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Training

Training on environmental issues will be developed in line with the growth of the ISO:14001 Standard.

Training will be sought and implemented, this will be monitored and evaluated periodically to ensure all aspects are covered and the training is adequate throughout the Company. Once training is developed it will be included in this section and amended as required.

Awareness

Employees will be kept abreast and aware of all requirements to adhere to the Standard by the following means:

- An initial letter of intent to all employees explaining the principals of the Standard, and outlining their roles and responsibilities under the Standard, as well as the consequences for the Company and themselves if the procedures are not adhered too.
- Periodic updates and information regarding the running of the Standard

4.4.3 COMMUNICATION

Communication in all aspects of the business is vital if processes and policies are to be correctly implemented and followed.

Communication regarding the Environmental Standard will be communicated by the following:

Internal Communication

Internal communication will come in various forms:

Electronic Communication

This will be a method of communication in the office environment that will inform Senior Management and Management of any additions, amendments and/or omissions from the Environmental Policy. It will take the form of emails and electronically communicated word and excel documents.

Hard Copy (Paper) Communication

This communication method will be widespread and used to communicate all aspects regarding the Environmental Management System to Employees on-site.

External Communication

Outgoing Communication

As the system is new and will take time to establish and grow, for the initial year, external outgoing communication will be minimum, with this the decision has been made not to communicate externally about significant environmental aspects. This will be evaluated and potentially amended once the system is established.

Incoming Communication

All communication coming into the Company will be directed at the HSEM who will be the figurehead of the Environmental System. He will communicate any documentation to the relevant parties.

The HSEM will also manage any outgoing responses to internal communication and liaise with external interested parties, auditors, assessors and inspectors.



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4.4.4 DOCUMENTATION

The Company has written and developed an Environmental Management Policy (EMP), this Policy is included in this document in section EP2 Environmental Policy.

The EMP gives information on:

- Environmental Damage & Pollution, to:
 - Air
 - Land
 - Water
- Asbestos
- Exhaust Emissions
- Noise
- Re-cycling

The Scope of the Environmental Management System is also covered within the Policy and gives an outline into the Company's objectives and targets.

Any documents and/or required to uphold the Standard or to ensure the effective planning, operation and control of processes are also referenced within the Policy and are updated periodically.

4.4.5 CONTROL OF DOCUMENTS

Documentation formulated with regards to the Standard shall be approved by the HSEM and a Director/s prior to use.

Once documents are approved they are issued, any previous documents are re-called and destroyed to avoid confusion on which document to use. If for any reason old documents are retained, all blank hard copies will be destroyed and an electronic copy will be kept by the HSEM.

All required documents will be made available at the point of use by the following means:

- Prior to a site starting, all environmental information will be supplied in the Construction Phase Health & Safety Plan (CPHSP) (where applicable)
- On sites where a CHSP is not required, information will be supplied on a site to site basis.

To ensure that all documents are easy to read and understand, they will be assessed prior to use as previously mentioned.

Documents that are required from external bodies to maintain the Standard come under the control of the HSEM and are controlled coming into the Company flowing through the Company and going out from the Company

4.4.6 OPERATIONAL CONTROL

Operational control effectively takes place on a daily basis on site. Immediate operational control on site is carried out by the Site Managers as part of their managerial role. The HSEM along with the Directors monitor this control and also have a direct input onto site to ensure an all round management review of operational control is achieved on a continual basis.



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4.4.7 EMERGENCY PREPAREDNESS AND RESPONSE

As part of Sunter Ltd's undertakings, the company comes into contact with members of the public in the public domain, this involves certain aspects that if not correctly monitored and managed could result in potential harm to persons, property and/or the environment.

To identify any potential areas that could cause any of the potential hazards, risks and/or dangers, prior to the commencement of work on site, the Client provides Pre-Construction Information, this gives information on Health, Safety & Environmental risks.

Prior to work starting on site, the Pre-Construction Information has to be developed into a working Construction Phase Health & Safety Plan (CPHSP), within this plan will be site specific information on any emergency arrangements and procedures that will be implemented in case of any environmental emergency.

Reviewing the emergency preparedness and response procedures is continual from site to site as each CPHSP needs to be assessed and passed by the Client.

If any emergency situation arises on site or at Head Office, an investigation would be carried out by the HSEM and any finding would be assessed and action would be taken to correct any situation from happening again in the future, this may include training or amendments to the procedure.

Testing of the emergency procedures will be taken where practicable and would be done in a site specific nature, any testing would be formally documented and records would be kept by the HSEM.



Environment System Manual

EP.5

ISO 14001

Clause Number...4.5

4.5.1 Monitoring & Measurement

4.5.2 Evaluation of Compliance

4.5.3 Nonconformity, Corrective Action & Preventive Action

4.5.4 Control of Records

4.5.5 Internal Audit

CHECKING



Environment System Manual

Date	Environmental Procedure Number	ISO Clause Number	Version Number	Developed by	Issued by
26.05.2009	E.P.5	4.5	1	J.W	J.W

1. PURPOSE

This procedure aims to show that the company continually check and audit the processes of the Environmental Management System and all associated documentation and procedures.

2. SCOPE

The scope of this procedure is to ensure that all items of the system, including information coming into the company, information flowing through the company and information going out from the company is in-line with regulatory requirements and also in-line with internal company procedures.

3.PROCESS

4.5.1 MONITORING AND MEASUREMENT

A procedure will be devised that will allow for all of the documentation that is used in the implementation of the Standard to be checked, monitored and measured.

Monitoring and Measurement methods will primarily be in the form of internal audits and external audits carried out by the Accrediting Body.

Any items of equipment and or materials that are used in the monitoring and measurement aspects of the system will be maintained and calibrated as per section QP10 of the Management Systems Manual. Records of any calibration or maintenance records will be kept by the HSEM.

4.5.2 EVALUATION OF COMPLIANCE

4.5.2.1 To comply with legal and statutory requirements a system of evaluation of compliance will be formulated, this will include:

External Audits – these will be carried out annually by Worldwide Quality Assurance and will be scheduled to suit the needs of the business.

Copies of the assessments and any associated paperwork will be recorded and kept by the HSEM.

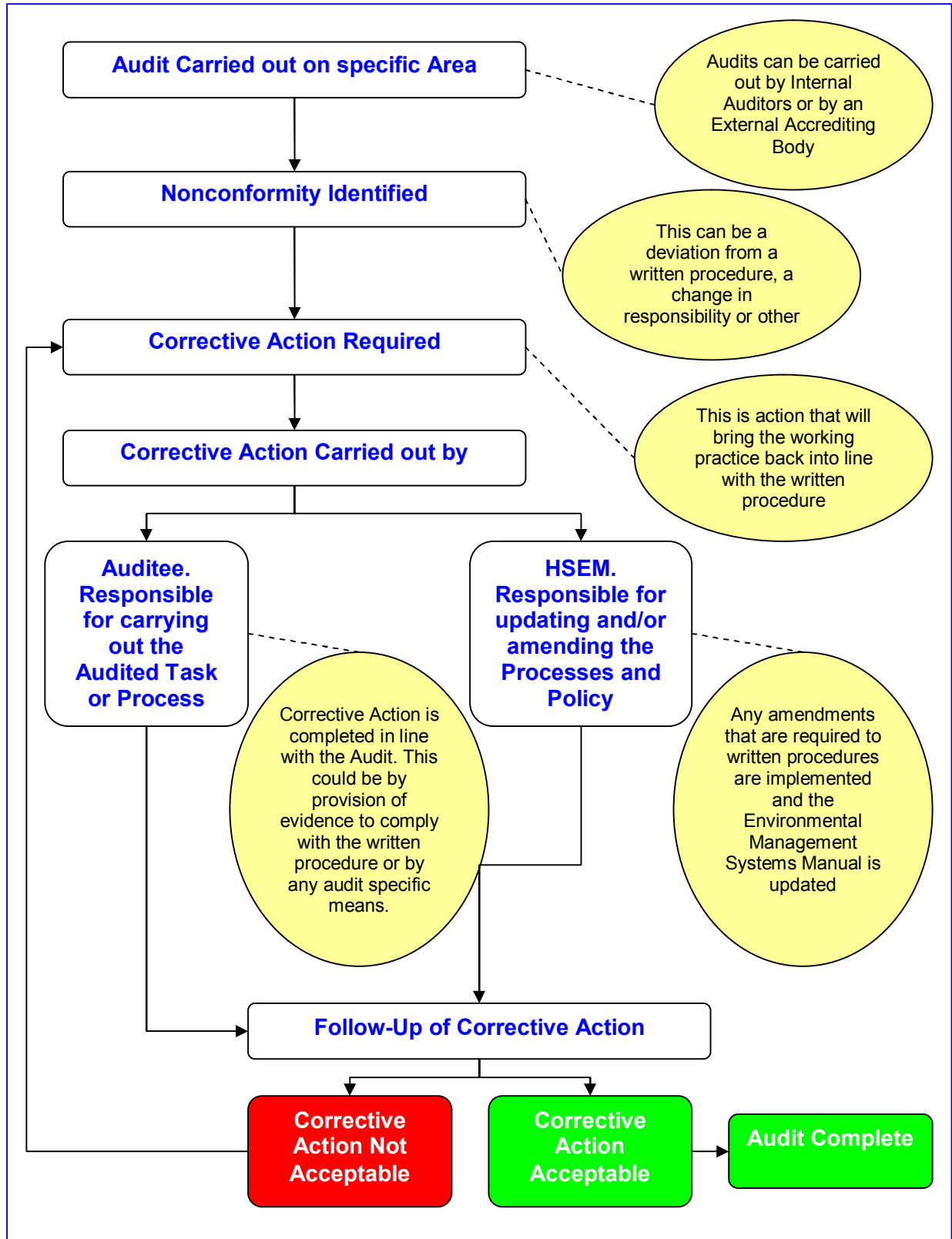
4.5.2.2. To ensure compliance is uniform throughout the company, Sunter Ltd will put into practice an integrated system combining Health & Safety, Environmental and Quality Management. As the company already has in place ISO9001:2004 and will be actively seeking compliance with OSHAS18001 in the near future. These will all be combined as a Combined Management System upon allocation of all the elements.



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4.5.3 NONCONFORMITY, CORRECTIVE ACTION & PREVENTIVE ACTION

The following flowchart shows the method of identifying and correcting and nonconformities.





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Investigation and determining the causes of nonconformities.

If a nonconformity is a one off occurrence and can be rectified immediately with the minimum of effort, this will suffice. A note will be made and a thorough check will be carried out on the nonconformance in the next audit.

If a nonconformity is an ongoing item or of a more serious matter, the following procedure will be brought into action.

- The Auditor will report the matter to the Lead Auditor (LA)
- The LA will carry out an investigation into the nonconformance to identify and shortfall in the procedure or in the method of work.
- If identified, this will be rectified to the specific needs of the nonconformance.
- Thorough checks will be carried out in the next audit to ensure and implemented amendments etc have been carried out and to see if they are workable.

The causes of nonconformities will be assessed if and when they arise to determine if a trend is evident. Appropriate action will be taken to address the specific nonconformity. This will be carried out by the Internal Audit Team and the Auditee(s).

The Environmental Management Systems Manual, Environmental Policy and Associated Documents will be written and amended (where necessary) in line with the Standard to prevent nonconformities and to ensure successful implementation of actions to correct and avoid nonconformities in the first place.

Nonconformities are usually found in the process of auditing the system, to ensure that all are recorded, all audit records, both internal and external are kept by the HSEM for reference and future use.

Recorded Audits include information on

- Nonconformities
- Corrective Actions, and
- Any Preventive Actions identified.

All nonconformities, corrective actions and preventive actions will be carried out in line with the magnitude and immediate effect on the environment and local communities in which Sunter Ltd carry out its undertakings.



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4.5.4 CONTROL OF RECORDS

The aim of this part of the Standard is to ensure that all records are stored in a manner so that they can be found, reviewed and used at all times by who ever requires them. This will cover all documents and records used in the implementation of the Standard.

The following table gives information on each record used.

This table will be amended as documents and records are produced and formulated.

Document Description	Storage (Hard/Soft)	Location	Minimum Retention Period	Method of Disposal	Notes
ISO14001 Internal Audit Form	Hard/Soft	Hard- ISO14001 File in H&S Mangers Filing Cabinet Soft- Network Document Control	Held as a current document until amended if required.	Disposed of Securely	Only Internal Auditors & Directors have permission to access these files.
ISO14001 Audit Scope	Hard/Soft	Hard- ISO14001 File in H&S Mangers Filing Cabinet Soft- Network Document Control	Held as a current document until amended if required.	Disposed of Securely	Only Internal Auditors & Directors have permission to access these files.
Environmental Policy Statement	Soft	Health, Safety & Environmental Managers PC	Held as a current document until amended if required	Disposed of Securely	Only HSEM has permission to amend this Document
Environmental/Waste Management Information	Soft	Health, Safety & Environmental Managers PC	Held as a current document until amended if required	Disposed of Securely	Only HSEM has permission to amend this Document



Environment System Manual

4.5.5 INTERNAL AUDIT

The aim of the procedure is to define the manner in which all internal environmental audits are scheduled, executed, followed up and recorded. Effective implementation of this procedure should deliver the following benefits:

- Establish whether effective operational controls are in place in order to meet customer requirements
- Identify opportunities for improvement and training requirements
- Establish the effectiveness of communication channels
- Maintain conformance to ISO 14001 requirements

Roles & Responsibilities

The responsible for scheduling audits falls on the HSEM, duties include carrying out some of the audits on the schedule, controlling the schedule and making sure the audits get done to an acceptable standard, and reporting of audit findings to management. The HSEM is the first point of arbitration in the event of an auditor/auditee disagreement.

Auditor: Responsible for carrying out audits to schedule and to an acceptable quality, for ensuring that audit reports are sufficiently detailed to enable analysis by others and for verifying effective closure of identified non-conformances.

Corrective Action

Corrective action is required on all audit non-conformances raised. The auditee is responsible for deciding on the course of corrective action, the internal auditor is responsible for verifying its effective implementation. Corrective action should wherever economically viable reduce or eliminate the chance of recurrence. The audit program manager is responsible for reviewing corrective action status on a periodic basis to ensure that there are no undue delays in carrying out the corrective action.

Preventive Action

Audit non-conformances shall be summarised periodically and presented at performance review meetings. Those present shall assess the potential for preventive actions to be applied through consideration of the summarised findings. For example to consider whether a problem identified and resolved in one area can potentially arise in another area, and so assess the need for preventive action outside of the problem area

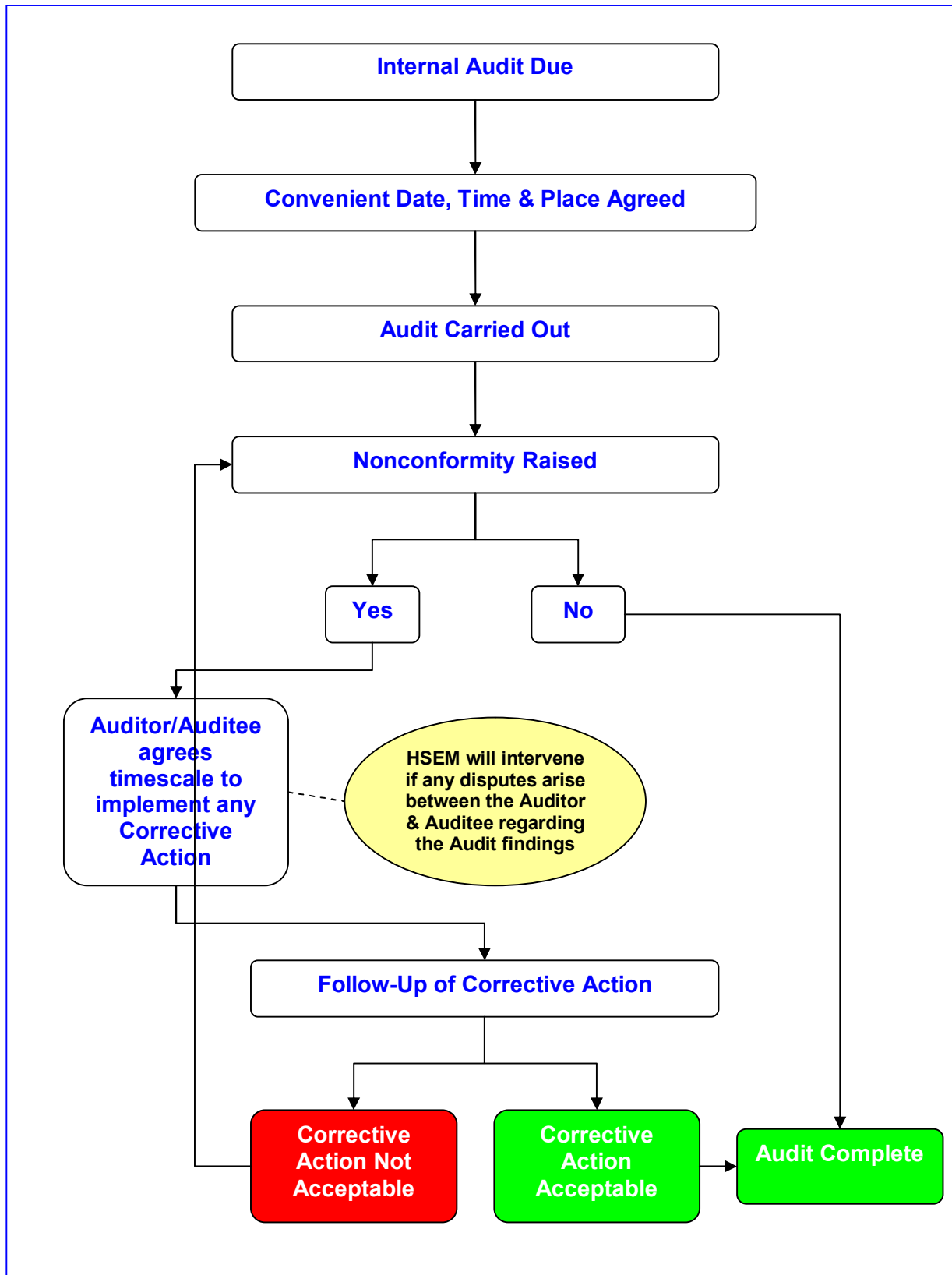


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The following flowchart the method of arranging and carrying out Internal Audits



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INTERNAL AUDIT PROGRAM (ANNUAL SUMMARY)



Environment System Manual

Audit Scope	Control Documents	Responsible Person (Auditee)	Internal Auditor	Frequency (Months)
General Requirements	Environmental Management System Manual	Health, Safety & Environmental Manager	TBC	12
Environmental Policy	Environmental Policy, Environmental/Waste Management Information Company Policy	Health, Safety & Environmental Manager	TBC	12
Planning	Waste Contractors Documentation, Suppliers Delivery Notes, Company Vehicle Files, Re-cycling Collection Notes	Health, Safety & Environmental Manager	TBC	12
Implementation & Operation	Management Meeting Minutes, Employee information letters-booklets etc, Pre-Qualification Questionnaires	Health, Safety & Environmental Manager	TBC	12
Checking	Internal Audits & Audit Scope, External Audits	Health, Safety & Environmental Manager	TBC	12
Management Review	Internal Audits & Audit Scope, External Audits, Management Meeting Minutes	Health, Safety & Environmental Manager	TBC	12

INTERNAL AUDIT SCHEDULE - 2010-2012



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The table below shows the scheduled months of internal Audits. Specific dates within that month will be determined at the beginning of the named month. This flexibility allows for the Auditor and Auditees work load to be taken into consideration.

EP No & Title	Latest Audit Date	Next Scheduled Audit Date 2011	Next Scheduled Audit Date 2012
1	24.09.10	January	January
2	24.09.10	March	March
3	24.09.10	May	May
4	24.09.10	July	July
5	24.09.10	September	September
6	24.09.10	November	November

This Schedule will be carried forward within each revision of the Systems Manual and amended to suit.

Audit times are usually every 12 months, however in 2010-2011 there may be a slightly greater gap between audits as new Auditors catch up with audits and the new schedule (above table) is implemented.

Audits reminders will be given to the Lead Auditor via Microsoft Outlook on the first working day of each month. The Lead Auditor can then delegate the QP Audit to an ISO Qualified Auditor to arrange with the Auditee



Environment System Manual

ISO14001:2004	INTERNAL AUDIT FORM
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AUDIT INFORMATION

Area or Activity being Audited... Audit No... Auditor... Auditee... Audit Date... Audit Time... Audit Location...	
--	--

AUDIT SUMMARY

--

DETAILS OF NON-CONFORMANCE(S) RAISED

--

CORRECTIVE ACTION PROPOSED

Target Date for Completion...	

FOLLOW-UP OF CORRECTIVE ACTION PROPOSED
--

Completed...	<input type="checkbox"/> Yes (Verified) <input type="checkbox"/> No (Not Verified)
---------------------	---

AUDIT OUTCOME

Verified	Not Verified
Audit Closed... Yes	Corrective Action Outstanding
... No	
Note... If Audit is Verified, Sign below and get the Auditee to sign also and hand in the completed sheet to the Lead Auditor. If Corrective Action is not completed, list items in the column opposite and give a copy to the Lead Auditor and the Auditee. Arrange a date with the Auditee to reassess the Outstanding Corrective Action.	
	Outstanding Corrective Action Verified... Yes
	... No

AUDIT SIGNED OFF AND CLOSED (Once Verified as Complete)
--

Auditor...	
Auditee...	
Date...	



Environment System Manual

EP.6

ISO 14001

Clause Number...4.6

4.6 Management review

MANAGEMENT REVIEW



Environment System Manual

Date	Environmental Procedure Number	ISO Clause Number	Version Number	Developed by	Issued by
08.02.2010	E.P.6	4.6	1	J.W	J.W

1. PURPOSE

This procedure aims to show that the company continually carries out managerial reviews of the system.

2. SCOPE

The scope of this procedure is to ensure that all items of the system are made aware to the Directors and Top Management of the Company and that they are up to date with all requirements of the Standard.

3. PROCESS

4.6 MANAGEMENT REVIEW

The aim of the procedure is to define the systems and mechanisms used by Sunter Ltd and to analyze, verify and review the effectiveness of the system in conjunction with the Standard.

Performance review of the system will be managed through systems detailed in the following table.

Review Method	Frequency	Expected Attendees	Agenda	Records
General Management Meetings	Periodic (When Called)	<ul style="list-style-type: none"> Managing Director Directors Health, Safety, Environmental Manager Management Accountant Others 	General including ISO Standard information when required	
ISO Meetings	Will form an element of General Management Meetings	<ul style="list-style-type: none"> Lead Auditor Auditors Directors (When Required) 	Any Issues regarding Internal/External Audits and/or other ISO Standard related topics	
ISO Management Meetings	A schedule will be determined after the initial external audit.	<ul style="list-style-type: none"> Lead Auditor Auditors 	Audit findings and other ISO Standard issues	



Environment System Manual

MANAGEMENT REVIEW IMPUT

Meetings between the Lead Auditor and Top Management/Directors will include the following.

- All Audit findings including any corrective action required
- Follow-up action and requirements implemented and any actions still to be met following previous Audits.
- Recommendations for improvement
- The environmental performance of the company
- Any changes within the Standard itself that requires input and/or changes to be made by the company
- Any external input or communications from external parties with regards to the ISO Standard

Managerial Output

Any decisions made during the Management Review Meetings will be implemented and communicated to all relevant parties, including any external parties.

The Management of the Company wish to continually improve the Iso14001:2004 System and will actively monitor the system and oversee all decisions made by the Audit Team.

