Environmental Management System (EMS) Manual

This manual has been documented around Mango Limited's certified Management System.

It should be used as a template only.

It is designed to be modified to reflect your organisation.

Contents

Context of the Organisation

Company Overview

Established in 2005, the company provides cloud based QHSE compliance software.

The company enables its customers to meet their compliance requirements be they ISO 9001, ISO 14001, ISO 45001, ISO 22000, ISO 13485, local and government legislation and regulations.

This Environmental Management System (EMS) serves to formalise the policies, processes and operating standards that will apply to the company's employees, partners and contractors.

External and Internal Issues

The company determines the external and internal issues that are relevant to its purpose and strategic direction and that affect its ability to achieve the intended results of the EMS.

Consideration is given to the:

- Positive and negative factors or conditions.
- External context and issues, such as legal, regulatory, technological, competitive, cultural, social, political and economic environments.
- Internal context and issues, such as values, culture, organisation structure, knowledge and performance of the business.
- Determination and requirements of the needs and expectations of interested parties relevant to the EMS.
- Authority and ability to exercise control and influence.
- Activities, products and services relevant to the business.
- Documented information is retained as evidence to support that the context of the organisation has been taken into account in the EMS.

Interested Parties

Interested Party	Needs, Expectations and Issues
Owners/Shareholders	- Have a growing business that provides profit. - Be well governed and well managed. - Want staff to enjoy their work, be challenged, perform their job competently and meet the company and customer requirements.
Customers	- Value for money. - A simple solution that manages compliance easier. - Implementation of the product in-line with customer expectations. - Receive responsive support. - Delivery of free content to educate around compliance.
Suppliers/Contractors	- Ongoing and secure work. - To be paid on time. - Clear understanding of requirements. - Constructive feedback. - Want to provide services/products to a reliable, reputable and financially viable business
Partners	- Make them more financially secure through additional revenue from Mango sales. - Enable them to change their business model from hour-based to value-based income.

	• Want a solution that they can sell, promote and support that will assist their clients to manage compliance. • Provide great support and knowledge to help them support their customers.
Employees within business	• Job security. • Salary for work performed. • Flexible work hours. • Clear understanding of their role and responsibilities. • Able to raise issues of concern and provide constructive feedback. • Good, friendly work environment. • To feel valued and appreciated. • Opportunities for personal development.
Regulators	• To meet the required laws and regulations. • To submit all tax obligations accurately and on time. • To maintain high standards of corporate governance.
Community	• Good corporate citizen. • Diversity of employees

Vision, Mission and Values

Vision: "Gets everyone involved and participating in QHSE"

Mission: Makes compliance enjoyable.

Values: Our customers are successful in compliance

SWOT Analysis

Strengths	Weaknesses
• Provider of a great quality product. • Provider of great support for the product. • Responsive development to market requirements. • Responsive to identified software issues. • Depth of knowledge of buyer's persona. • Regular delivery of free content. • Low client turnover relative to the industry. • Quick deployment of product post sales. • Deep knowledge of customer's pain • Adaptable, responsive and able to make decisions. • Flexible to meet a wide range of customer service issues. • Open to suggestions to improving the product • Owners have recognised the need to have external expertise to grow the business. • Looking at ways of improving the business.	• Identification of good partners to meet our standards/ requirements. • Managing and review partner performance • Too operational and not strategic enough for partners • Reliance on key employees within the business. • Time poor in a few key areas • Don't have strong relationships with industry players • Measurable marketing outcomes based on known starting points

Opportunities	Threats
• Changes to standards in our core markets: ISO 9001, ISO 14001, ISO 45001, H&S Act, Food Safety. • New technologies • Partnering with other solutions: Software and Hardware • New focussed markets. • Certification to ISO 9001 will open up other market opportunities through the marketing of the process. • More marketing via additional platforms • To educate industry in compliance.	• Competition • Technology

Key Business Strategies

Strategy	Description
Develop business processes to accommodate the expected growth.	Develop and implement business processes that are suitable for the business. Achieve certification to ISO 9001. Transfer of knowledge to partners and employees for all key processes Use technology to manage as many processes as appropriate
Improve the efficiency and effectiveness of the core processes	Identify the core processes (i.e. development and release, sales, marketing, implementation, support) Identify new ways (e.g. lean techniques) of doing the core processes Update and embed the core processes to ensure knowledge is retained
Personnel to be capable of delivering the growth for the business	Key leadership personnel to be capable of leading and managing their staff. Competency gaps to be identified by leadership personnel Personnel to be assessed as competent for their role Personnel to receive training for the role Personnel to receive appropriate experience to do the role
Grow market share in all markets	Identify and train new partners Continuously review partner performance Identify changes to legislation, standards and regulation Identify key market verticals in each jurisdiction Increase the number of qualified lead by creating more content and deliver across multiple channels Improve the sales conversion rate from qualified leads to sale

Scope

The EMS describes how the company requirements are to be addressed throughout its operations and addresses the requirements of ISO 14001:2015

The scope is: provision of marketing, sales, support, development and implementation of software solutions. Location Unit 5, 340 Durham St North, Christchurch, New Zealand.

Management Representative

The Operations Manager is the currently appointed Management Representative and has responsibility and authority for:

1. Ensuring that the:
   a. EMS is established, implemented and maintained in accordance with the requirements of ISO 14001:2015
   b. EMS processes are delivering their intended outputs.
   c. Promotion of customer focus throughout the company.
   d. Integrity of the EMS is maintained when changes to the EMS are planned and implemented.
2. Reporting on the performance of the EMS to top management for review and as a basis for improvement.

EMS Structure

Interaction of Processes in the EMS

The company's EMS complies with:

- ISO 14001:2015

The EMS consists of the following levels of documented information:

- Policies: Policies are documents that demonstrate the overall commitment to improving quality performance and are authorised by the Management Team.
- System procedures: high-level procedures that define the activities that are to be fulfilled to ensure that the EMS that complies with standards.
- Module workflows, operational procedures and work instructions. Control and operational procedures:
   o Meet customers' requirements.
   o Provide supplementary guidance and instructions to support the intent of the EMS.
   o Ensure that the requirements of the EMS will be adequately addressed within the organisation.
- Forms, registers and records are evidence to prove the EMS is operational.

A diagram of the structure of the EMS structure is presented below.

Policies

System Procedures

Module workflows, operational procedures and work instructions.

Forms, registers and records
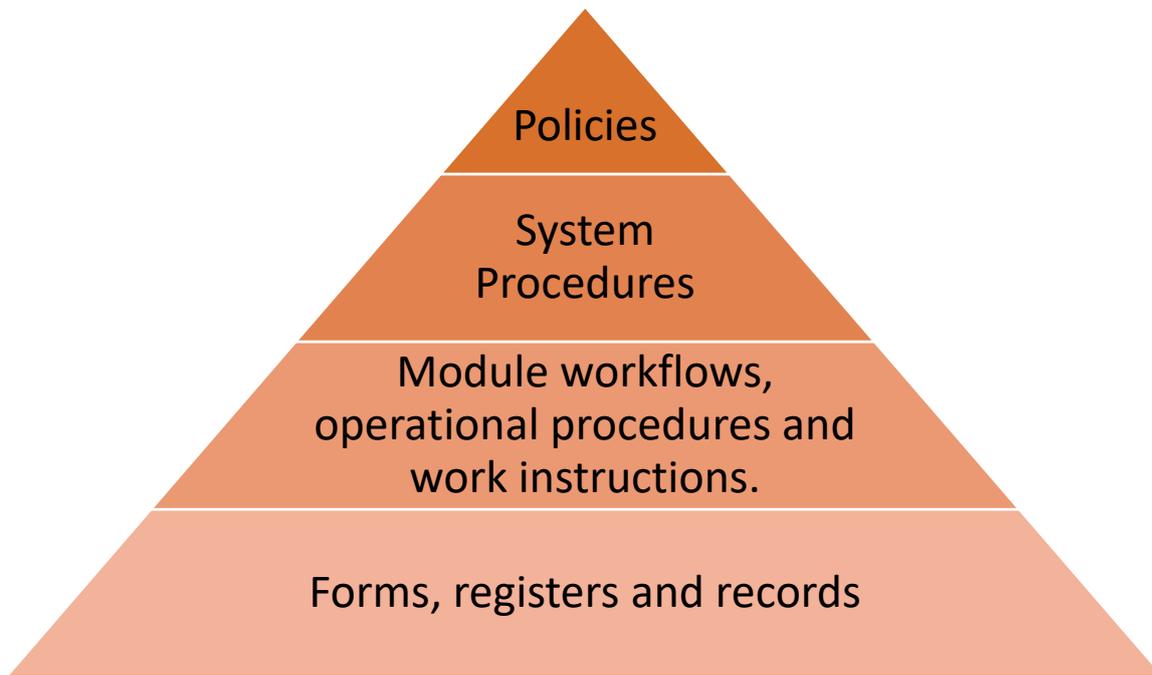
Mango compliance software solution:

- Provides automated workflows for the effective and efficient operation of the EMS.
- Underpins the EMS and serves as the main retention application for all documented information.
- Workflows and modules replace written procedures and forms associated with the process.

They include the following:

Modules	Actions
Accident/Incident	Controls all near miss, accident, incident or injury reporting, investigation, corrective action and injury management. The workflow manages the process.
Audit/Inspection	Controls the audit process, from scheduling through to audit reports. Its captures all the corrective actions in the Improvement module.
Compliance	Controls all the reporting and investigation of legal, regulatory and standard registers in a seamless workflow.
Documents	Controls and maintains the approval, publishing and authorisation of all documentation within the module with electronic signatures.
Event Management	Controls scheduled tasks to ensure critical activities can be managed and monitored. It includes email reminders and alerts when events are due or overdue.
Human Resources	Controls all a comprehensive central database of employee details that links people with their skills and positions.
Improvement	Controls all reporting, investigation and corrective actions for customer complaints, audit findings, internal issues or non-conformances. The workflow manages the process.
Plant/Equipment	Controls the maintenance of plant and equipment with email reminders and alerts when maintenance is due or overdue.

Risk Management	Controls identified and managed risks. The workflow manages the process
Supplier and Contractor Management	Controls all external suppliers and contractor's details and performance is captured and reviewed.

Process Flow

Purpose and Scope

To describe the interaction of process through the customer journey.

Procedure

References:

ISO 14001
4.1, 4.2, 4.3, 4.4

Leadership

Leadership and Commitment

Purpose and Scope

To define how the company demonstrates leadership and commitment to its EMS.

Procedure

1. Top management will take responsibility for the effectiveness of the EMS and will demonstrate their commitment to the EMS by:
    a. Defining roles, allocating responsibilities and accountabilities, and delegating authorities, to facilitate effective EMS management.
    b. Roles and Responsibilities are documented in Leadership - Organisation Roles, Responsibilities and Authorities and through position descriptions, and EMS procedures where applicable. Ensuring:
        i. That relevant policies and objectives are established for the EMS and that these are aligned with the context and strategic direction.
        ii. The integration of the EMS requirements into the organisation's business processes.
        iii. That resources needed for the EMS are available.
        iv. The EMS achieves its intended results.
        v. The process approach and risk-based thinking is promoted. Communicating the importance of effective EMS management and of conforming to the EMS requirements.
        vi. Engaging, directing and supporting personnel to contribute to the effectiveness of the EMS.
        vii. Improvement is promoted.
        viii. Other relevant management roles are supported to demonstrate their leadership as it applies to their areas of responsibility.
2. Top management is committed to our customers and enhancing customer satisfaction. This commitment is demonstrated by:
    a. Ensuring that applicable customer and statutory requirements are determined, understood and met throughout the business.
    b. Ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
    c. Exercising due care with our customer's property (data) whilst it is under the control of the company.
    d. Monitoring customer's perceptions of the degree to which their needs and expectations have been fulfilled.
3. The key aspects of the customer information and data generated through the effective implementation of the EMS processes are collected and collated by the Management Representative and presented at each Management meeting.

References:

ISO 14001
5.1

Environmental Policy

The organisation has identified environmental management as one of its highest corporate priorities. The organisation has established policies, programmes and practices to reduce risk to the environment and the organisation and conduct business activities in an environmentally sound manner.

The organisation is committed to environmental management and will:

- Integrate its environmental policies and procedures fully into all business activities as a critical element,
- Comply with all environmental legislation, standards and contract requirements that are applicable to the company's operation,
- Continually improve its environmental performance and prevention of environment impact and taking into account current best practice, technological advances, current scientific understanding, customer and community needs, educate, train and promote employees to work in an environmentally responsible manner,
- Complete environmental assessments for aspects and impacts of all new activities that the company may undertake, promote, develop and design services, facilities, equipment and work practices that have the least environmental impact, taking into account the efficient use of energy and materials, the sustainable use of renewable resources and the responsible disposal of waste, thereby minimising any serious or irreversible environmental degradation,
- Promote and encourage the adoption of these principals by suppliers and contractors acting on behalf of the organisation,
- Develop, implement and maintain emergency preparedness plans,
- Foster openness and dialogue with both employees and the public, encouraging them to respond with their concerns or improvement ideas within the scope of the organisation's operations and maintain a set of environmental objectives and targets that are monitored through the management review process to ensure effectiveness.

References:

ISO 14001
5.2

Organisation Roles, Responsibilities and Authorities

Purpose and Scope

To describe the responsibilities and authorities for the EMS and to define the organisation structure for the effective operation of the EMS.

Associated Documents

Job/Position Descriptions.

Employee Contracts.

Human Resources Module.

Access Rights Sub-Module.

Procedure

1. The responsibility, accountability and authority of all personnel involved in the EMS is to be defined, documented and communicated in order to facilitate effective EMS. This is to include any responsibilities and accountability that is imposed by legislation.
2. Responsibilities, accountabilities and authorities are documented in position descriptions and throughout the EMS.
3. Where suppliers are involved, their responsibilities and accountabilities are to be clarified and documented by the responsible employee with authority.
4. All employees and Suppliers will comply with their responsibilities.

The Management Team are to:

1. Ensure organisation-wide compliance to the EMS.
2. Appoint the EMS Management Representative.
3. Ensure that the assigned roles, responsibilities and authorities are communicated and understood.
4. Communicate the importance of meeting customer, statutory and regulatory requirements.
5. Establish appropriate policies that include a commitment to continual improvement of the EMS.
6. Establish EMS objectives.
7. Ensure that all employees are aware of:
    a. Policies.
    b. Current EMS objectives, targets and plans.
    c. The importance of compliance with the EMS.
    d. Their contribution to the effectiveness of the EMS, including the benefits of improved performance.
    e. Potential consequences of non-compliance with the EMS requirements.
8. Hold people accountable for carrying out assigned responsibilities and the results delivered.
9. Make resources available.
10. Participate in EMS meetings including the Management Review.
11. Utilise Mango for the effective control of the EMS.
12. Actively promote and participate in EMS initiatives.

The Management Representative is to:

1. Ensure that the:
    a. EMS is established implemented and maintained in accordance with the requirements of the standards.
    b. EMS processes are delivering their intended outputs.
    c. Promotion of customer focus throughout the company.
    d. Integrity of the EMS is maintained when changes to the EMS are planned and implemented.
2. Report on the performance of the EMS for review and as a basis for continual improvement.
3. Perform the role of Administrator which has the authority to ensure access rights in the EMS, for individuals, are in-line with their levels of authorities and responsibility in the organisation.
4. Monitor, communicate and incorporate changes in the legal and other requirements in the EMS.
5. Communicate amendments to the EMS.
6. Advise and provide guidance to ensure compliance to the EMS is maintained.

7. Provide guidance in developing action plans and conducting management system reviews.
8. Ensure that audits and inspections are conducted in accordance with the schedule.
9. Ensure that Mango is effectively utilised to administer and control the EMS.
10. Provide and or arrange for ongoing training and coaching to personnel with respect to EMS matters.
11. Coordinate and participate in EMS meetings including the Management Review.
12. Publish and control all EMS documents.
13. Actively promote and participate in EMS initiatives.
14. Coordinate and administer arrangements with the certification agency.

Employees are to:

1. Ensure that the EMS is effectively implemented and maintained within their area of responsibility.
2. Actively encourage all personnel to contribute towards the continual improvement of the EMS.
3. Incorporate the EMS as part of site and departmental inspections and reviews.
4. Determine and escalate the need for resource requirements for the effective operation of the EMS.
5. Participate in EMS meetings including the Management Review.
6. Utilise Mango for the effective control of the EMS.
7. Actively promote and participate in EMS initiatives.
8. Promptly report any unsafe working conditions, faulty equipment, hazards/risks, injuries or incidents

Suppliers and Contractors are to:

1. Comply with the requirements of the EMS and participate in EMS promotions.
2. Promptly report any unsafe working conditions, faulty equipment, hazards/risks, injuries or incidents

Organisation Structure

1. The Company recognises that the structure of the organisation needs to constantly evolve in order to meet the changing needs of clients, the market and compliance obligations.
2. The Management Team are responsible for ensuring the structure of the organisation is appropriate to the current business needs and will ensure that the organisation chart is regularly reviewed and maintained.

References:

ISO 14001
5.3

Planning

Actions to Address Risks and Opportunities

Purpose and Scope

To describe the manner in which the company identifies and manages the risks and opportunities within the business.

Associated Documents

Risk Management Module.

Supplier Module.

Events Management Module.

Human Resources Module.

Procedure

1. The company is committed to identifying and addressing relevant risks and opportunities as a means for:
    a. Increasing the effectiveness of the EMS.
    b. Improving performance.
    c. Preventing or mitigating negative effects.
2. When undertaking risk management activities, the company must give consideration to the:
    a. Positive and negative factors or conditions.
    b. External context and issues, such as legal, regulatory, technological, competitive, cultural, social, political and economic environments.
    c. Internal context and issues, such as values, culture, organisation structure, knowledge and performance of the business.
    d. Determination of the requirements and needs and expectations of interested parties relevant to the EMS.
    e. Authority and ability to exercise control and influence.
    f. Activities, products and services relevant to the business.
3. The company may adopt any or a combination of the following risk options:
    a. Avoid the risk.
    b. Eliminate the risk source.
    c. Take the risk to pursue an opportunity.
    d. Change the likelihood or consequences of the risk.
    e. Share the risk.
    f. Retain the risk by informed decision.
4. Opportunities identified by the company may lead to:
    a. Adoption of new and improved processes.
    b. Launching new products or services.
    c. Pursuing new markets.
    d. Utilising new technology.
    e. Improved ways of addressing customer needs.
5. The company will manage risk and opportunities as follows:
    a. Through ongoing effective leadership and commitment to the EMS.
    b. Manage business and quality risks and opportunities in the Board meeting and the Management meetings.
    c. Through the effective management and control of suppliers and contractors.
    d. Through the effective training of personnel to ensure they are competent to perform relevant tasks safely.
    e. By monitoring, measurement and review of relevant processes and outputs.

Legal and Other Requirements

Purpose and Scope

To describe how the company ensures that it has identified, complies with and verifies compliance with all of the relevant legislative, regulatory and other requirements that apply to the activities conducted by the company employees and contractors within its operations.

Associated Documents

Compliance Module

Procedure

1. The company is to ensure that all relevant legislative and other requirements are identified.
2. Legislative and other requirements may include, but are not limited to:
   a. Acts and Regulations.
   b. Codes of Practice.
   c. Guidelines.
   d. Standards.
   e. Agreements with clients, communities or public authorities.
   f. Corporate requirements.
   g. Industry standards or codes.
   h. Voluntary commitments.
3. Details of all relevant legislative and other requirements are to be contained within the Compliance Module. These will include mitigations and control methods. The verification of compliance will be reviewed by the Board.
4. The Management Team are to ensure that where possible, they are notified of changes and/or additions to legal and other requirements as those changes occur.
5. The means of ensuring notification of changes and/or additions may include:
   a. Agreements with external legal or consulting organisations to monitor and advise of any changes.
   b. Registering with Standards New Zealand.
   c. Advice from employer or industry associations.
6. When changes and/or additions occur, they are to be included in the Compliance module and the means of verifying compliance is to be defined as previously described.
7. A review of the Compliance module will be conducted as per the annual work plan in the Board meeting. These will include:
   a. Confirm that all updates to applicable legal and other requirements have been captured and included.
   b. Confirm that the means of ensuring and verifying compliance are appropriate.
8. The company is to ensure that all changes, additions and updates to the Compliance module are communicated to relevant employees, contractors and other stakeholders.

Means of Ensuring Compliance

1. Once the application of a particular requirement has been defined, the means of how compliance to the requirement is going to be ensured is to be established by the company, in consultation with appropriate personnel.
2. Various means of ensuring compliance are available and include, but are not limited to the following:
    a. Policies and/or procedures being established documented and implemented.
    b. Training being provided.
    c. Engineered solutions being implemented.
    d. Instructional signs being displayed.
3. Details of the means of ensuring compliance are to be entered into the Legal and Other Requirements Register in the "Means of Ensuring Compliance" column alongside the corresponding requirement in the Compliance Module.

Means of Verifying Compliance

1. Once the means of ensuring compliance has been determined, the means of how compliance to each requirement is to be verified on a continuous basis is to be established by the company, in consultation with appropriate personnel.
2. Various means of verifying compliance are available and include, but are not limited to the following:
    a. Internal auditing. (To verify compliance to the corresponding policies and/or procedures).
    b. Periodic workplace inspections.
    c. Periodic review of records.
3. Details of the means of ensuring compliance are to be entered into the Legal and Other Requirements Register in the "Means of Ensuring Compliance" column alongside the corresponding requirement in the Compliance module.

Monitoring Changes

1. The Management Team are to ensure that where possible, they are notified of changes and/or additions to legal and other requirements as those changes occur.
2. The means of ensuring notification of changes and/or additions may include:
    a. Agreements with external legal or consulting organisations to monitor any advice of changes.
    b. Registering with Standards or Government organisations.
    c. Advice from employer or industry associations.
3. When changes and/or additions occur, they are to be included in the Legal and Other Requirements Register and the means of ensuring and verifying compliance is to be defined as previously described.
4. On an annual basis, usually in Q4 each year, the Management Team, in consultation with appropriate personnel, is to coordinate a full review and update of the Legal and Other Requirements Register in order to:
    a. Confirm that all updates to applicable legal and other requirements have been captured and included.
    b. Confirm that the means of ensuring and verifying compliance are appropriate.
5. The Management Team is to ensure that all changes, additions and updates to the Legal and Other Requirements Register are:
    a. Tabled at management review and other relevant meetings.
    b. Communicated to relevant employees, contractors and other stakeholders.

Free Resources

ISO 14001
6.1.3, 9.1.2

Objectives, Targets and Plans

Purpose and Scope

To define the processes for establishing measurable EMS objectives and targets, for establishing plans to achieve those objectives and targets and for periodically monitoring performance in achieving each objective and target.

Associated Documents

Mango Data

Management Review Minutes.

Objectives, Targets and Plans

Procedure

1. The company will establish measurable objectives and targets in relation to its EMS performance.
2. The established objectives and targets must be:
    a. Consistent with the applicable policies.
    b. Measurable.
    c. Monitored and updated.
    d. Effectively communicated to relevant parties.
3. When establishing, reviewing and updating measurable objectives and targets, consideration is to be given to:
    a. Health and safety hazards/risks.
    b. Significant environmental aspects and risks/opportunities.
    c. Significant business or quality risks/opportunities.
    d. Technological, financial and Operational and business requirements.
    e. Products and services provided to customers.
    f. The enhancement of customer satisfaction.
    g. Views of stakeholders.
    h. Legal and other requirements.
4. Once measurable objectives and targets have been established, plans for achieving those measurable objectives and targets are to be established.
5. Performance in achieving each measurable objective and target is to be periodically monitored during Management Review meetings.

ISO 14001
6.2

Support

Resources and Infrastructure

Purpose and Scope

To describe how the resources and infrastructure required to establish, implement, maintain and continually improve the effectiveness of the EMS and business operations are to be identified, provided and maintained.

Associated Documents

Asset Register (Mango)

PPE/Items module

Procedure

1. Resources include human resources and infrastructure, technology and financial resources.
2. The infrastructure and work environment needed to achieve conformity to product requirements is to be determined, provided, managed and maintained. This can include, as applicable:
   a. Buildings and associated utilities.
   b. Equipment including hardware and software.
   c. Information and communication technology.
3. The Management Team will provide the organisational infrastructure, technology and financial resources. They are to review the adequacy of the resources as part of BOD meetings. As new technology becomes available, the possibility of introducing it to improve the EMS is to be considered.
4. The Management Representative is to identify the resources required to establish and maintain the EMS.
5. The Management Team are to prioritise the financial resources available and allocate them to the various departments to provide the resources needed.
6. Each Department is to identify the resources required and to provide adequate support when planning work. They are to identify the infrastructure needed to implement and continually improve the EMS and meet requirements. The infrastructure to be considered could include, but is not limited to:
   a. Buildings and workspace.
   b. Hardware and Software.
   c. IT requirements.
   d. Communications.
7. The Management Team will determine and maintain an appropriate work environment needed to achieve conformity to the product or service requirements.

Plant and Equipment

1. Details of equipment used by employees are recorded in the PPE/Item module and on the asset register.
2. All repairs, must be carried out:
   a. In accordance with any regulatory and the original manufacturer's requirements.
   b. By appropriately trained, qualified, competent and experienced personnel.
   c. All records of maintenance are recorded on the supplier's invoice

Equipment License

Microsoft Office Products used within the company are under the Microsoft Partner MAP programme or have been purchased from the supplier or, are open source.

References:

ISO 14001
7.1

Training, Competency and Knowledge Management

Purpose and Scope

To ensure all relevant personnel are adequately trained, competent and informed in accordance with their position and EMS requirements.

Associated Documents

Position Descriptions

Induction Checklist

Human Resources Module.

Event Management Module.

Procedure

Commencement and Induction of New Employees:

1. Employee setup in Employee module
1. Before a new employee commences work, the employee's manager is to arrange for induction training in accordance with the induction checklist.
2. During the induction any training needs will be identified and logged in Employee module.
3. Once completed the induction checklist must be signed and dated by both the new employee and the employees' manager.
4. A record of the induction is to be maintained in Employee module.

Initial Employee Assessment:

1. The employee's manager assesses the employees' competency against the skill set that has been established within the Skills/Qualifications Module.
2. The employee and the manager agree current competency and future training needs.
3. The Skills/Qualifications Module for that employee is updated by the employees' manager or delegate. Any supporting records are also loaded into Mango at this time.
4. The next review date for any further assessment of the employee's competency and training needs is to be scheduled in the Events Management Module. Mango will automatically generate an email advising the manager and employee of the next review.
5. Scheduled training is also able to be captured within the Events Management Module, if necessary.
6. The employee's manager is to ensure that training identified is undertaken, and whilst under training the employee is appropriately supervised, as may be required.

Further Assessment of Employee Competency and Training Needs

1. The employee's manager is responsible for conducting:
   a. 90-day performance reviews.
   b. Ongoing performance reviews.
   c. Further assessment of employee competency and training needs.
2. The further assessments of employee competency and training needs are conducted using Mango and involves the following steps:
   a. Upon email notification from Mango, the manager will conduct an assessment of the employee.
   b. The employee and manager agree current competency, review training undertaken during the previous year and evaluate the effectiveness of it and decide on future training needs.
   c. The Skills/Qualifications Module for that employee is updated by the manager or delegate. Any supporting records are also loaded into Employee module at this time.
   d. The next review date for assessment of the employee's competency and training needs is to be scheduled in the Mango Events Management Module.
   e. Scheduled training is also able to be captured within the Events Management Module, if necessary.
   f. The manager is to ensure that training identified is undertaken, and whilst under training the employee is appropriately supervised.

Induction of Suppliers

1. Relevant suppliers must be inducted prior to commencement of work in accordance with the applicable induction checklist. Records of the induction are to be retained.
2. During the induction they will be advised of any potential hazards/risks together with information about required control measures and emergency procedures.
3. The induction is to also cover (as applicable):
   a. Quality Policies.
   b. Current EMS objectives, targets and plans.
   c. The importance of compliance with the EMS.
   d. Their contribution to the effectiveness of the EMS, including the benefits of improved performance.
   e. Potential consequences of non-compliance with the EMS requirements.

Training Providers

1. In-house training is to be conducted by appropriately skilled and competent trainers with relevant experience, depending upon the subject matter.
2. Training may be performed by suitably trained, qualified and experienced external service providers.

Knowledge Management

The following items are how we capture knowledge:

- Monthly Company meetings
- Scrum meetings
- Weekly development meetings
- Weekly marketing meetings
- Use of Wiki by the development team
- Use of Mango by all staff and partners

- Use of Hubpot (our CRM and our Marketing platform)
- Use of Mantis (our bug tracking software)
- Use of Xero (our accounting system)
- Use of Lynda.com (online training portal)

We capture this knowledge in each of these tools and share it amongst the company to ensure the knowledge is used in giving the customer value. We review the effectiveness and efficiency of these sources monthly in the company's Management Review.

References:

ISO 14001
7.1, 7.2

Communication, Consultation and Awareness

Purpose and Scope

This outlines the framework for communication and consultation with employees, contractors and external parties in relation to EMS issues and initiatives.

The main objectives are to ensure personnel at all levels and functions are:

- Are aware of EMS requirements and are effectively involved in the development, implementation and review of policies and procedures.
- Consulted when there are any changes that affect the workplace and or EMS systems.

Associated Documents

Meeting Minutes.

Event Management Module.

Procedure

Communication of EMS Information with the Board:

The EMS and legal requirements are communicated and discussed at the board level. The BOD minutes record what items have been discussed and actions to be done.

Where required actions will be assigned to the Monthly Mango Meeting.

Communication and Awareness of EMS Information with Internal Parties:

1. The EMS communication and consultation processes will occur at the monthly company meeting run by the Director/s and attended by all employees.
2. The meeting will have an agenda that includes, but not limited to:
    a. Quality Policies, Objectives, targets and plans.
    b. Risks and Issues
    c. Marketing, Sales, Support and Development improvement and performance.
    d. Audits/Process Improvement
3. An email from Mango will notify the owner when meetings are due and will be signed off the event including relevant evidence attached.

The company has ad-hoc meetings support the consultation processes:

Forum	Attended by
Development Meeting	Development Team
Scrum Meeting	Development Team + Management
Marketing Meeting	Marketing Department
Support	Support Team + Management

Communication and Awareness of EMS Information to External Parties:

The company will communicate information externally about its EMS performance based on their enquiry.

References:

ISO 14001
7.2, 7.3, 7.4

Documented Information and Control of Documents

Purpose and Scope

To describe the methods to control and manage documented information critical to the EMS.

Associated Documents

Records

Documents Module.

Improvement Module.

Records Retention and Disposal Matrix.

Procedure

1. Documented information includes manuals, policies, procedures, work instructions, forms, registers, flow charts, records and other EMS document requirements.
2. The Management Representative is responsible for ensuring that all EMS documented information is effectively controlled.
3. All employees are responsible for ensuring they are always up to date with all EMS documented information available in the Documents module.
4. Copies of procedures, policies and other documented information may be printed from Mango, but these printouts will be deemed "uncontrolled".
5. To prevent the unintended use of obsolete documented information, superseded documents are automatically identified and removed from general view through the workflow. Obsolete documents are only able to be accessed by personnel, with the required access levels, through the "History" button in the Documents Module.

Editing, Approval, Publishing and acknowledge of Documents:

The Documents module workflow manages the following document control activities:

1. Creation and editing
- Approval
- Publishing

- Acknowledged
- Retention of previous version
- Revision numbering
- Control of approvers and publisher.
- Notifications

The FAQs describe the process in more detail.

Requests for changes:

1. All requests must be raised in the Improvement Module.

Advice of Changes:

1. When a change is made or new document added, personnel are able to be notified by email automatically generated through Mango at the time of publication.
2. Changes can also be communicated via monthly meetings as deemed appropriate.
3. Changes to all EMS documents can be tracked through the Document Change History Module.

Maintenance of EMS Documents

1. All EMS documents are to be reviewed at least once every three years, revised as necessary and approved for adequacy.
2. This review is to be coordinated by the Management Representative in conjunction with the relevant competent and responsible personnel as determined by the Management Representative at the time of review.

External Documents

1. It is the responsibility of the Management Representative to review, implement and maintain external documents and verify that they remain current.
2. External documents are kept in the Manage Files Module.
3. All external documents are verified as current and when necessary have their distribution controlled through Mango. Updates to external documents shall be placed in the appropriate file in the Documents Module and approved and published in accordance with this procedure.
4. The Management Representative subscribes to relevant external regulators, agencies and bodies who may provide periodic advice of changes to their specific documents. Upon receiving advice of changes to an external document the Management Representative will action this change in Mango and ensure the change is communicated to relevant parties.

Computer Back-Up

1. The Management Team are responsible for ensuring that appropriate arrangements are in place to ensure that a back-up of data stored on the server is carried out on a daily basis.
2. The EMS as documented in Mango is backed up automatically by the application. Back-ups are captured each hour within the primary data centre with additional back-ups being captured every eight hours at a secondary data centre.

Records Management

1. All EMS records are retained in Mango for as long as the company uses the Mango Software solution.
2. All EMS Procedures and Forms are maintained within the Documents Module.

3. The Management Representative is responsible for the management of records with respect to the EMS.

References:

ISO 14001
7.5

Operations - Supplier Evaluation and Control

Purpose and Scope

To describe the process and method by which the company's suppliers (the term also includes contractors and subcontractors) are evaluated, selected and controlled.

Associated Documents

Suppliers Module.

Supplier Evaluation Form

Procedure

1. The selection criteria for suppliers is as follows:
    a. Ability and preparedness to meet EMS requirements.
    b. Ability and capability to meet legislative obligations and relevant industry and government standards and codes.
    c. Qualifications, experience and capability within the scope they are contracted for.
    d. Quality, consistency and reliability of product or service provided.
    e. Delivery performance.
    f. Price of product or service including commercial arrangements.
    g. Quality, environmental, health and safety management systems.
    h. Past performance including health, safety and environmental record.
2. Suppliers are classified on the basis of the potential risk their products or services may pose to:
    a. Products or services.
    b.
    c. Workplace health and safety.
    d. The environment.
3. Consideration needs to be given to whether:
    a. Failure of the supplier to deliver agreed products or services will impact upon profitability?
    b. Failure of the supplier to deliver agreed products or services will result in failure to meet any contractual, legislative and statutory obligations for delivery of products and services?
    c. Supplier will introduce or potentially introduce any high-risk hazards or significant environmental impacts to the workplace?
4. Suppliers that are identified as having the potential to significantly affect activities, products or services are deemed "critical" and must undergo a thorough documented evaluation and re-evaluation process. Non-critical suppliers are required to be evaluated but not necessarily to the same extent as those deemed to be critical. Examples of critical suppliers would include:
    a. Suppliers of Hosting Services.

  b. Suppliers of IT services.
5. The following rating system will be used for suppliers:
  a. Critical
  b. Approved
  c. Approved and inducted
  d. Back-up
6. Where applicable, Suppliers must have current and appropriate insurance arrangements in place. Certificates of currency for required insurances are to be provided as part of the formal evaluation process.
7. Products and services essential to meet contract requirements shall only be purchased from qualified and approved suppliers.
8. The details of suppliers are specified in the Suppliers Module, inclusive of their rating.

Supplier Induction

1. All Suppliers and their staff are to be effectively inducted, including training with respect to specific site procedure requirements. Refer to the Training, Competence and Awareness procedure for further details.
2. A record of the induction training conducted in to be retained in Supplier Employee Module.

Re-Evaluation

1. Once evaluated and approved, suppliers are to be subjected to formal periodic re-evaluation. Re-evaluations are scheduled within the Supplier Module.
2. Re-evaluation is to take place at least once every two years or sooner if reasons apply. Some reasons for early re-evaluation are:
  a. Incidents and/or poor performance involving the supplier or contractor.
  b. Change in circumstances or structure such as new ownership or change of location or key personnel.
  c. Change in scope of services.
3. Re-evaluation is to follow the same process as for the initial evaluation.

References:

ISO 14001
8.1

Accidents / Incidents

Purpose and Scope

The organisation will ensure active reporting, recording and investigating all incidents and accidents.

Associated Documents

Accident / Incident Module

Return to work plans

Medical documentation

Procedure

1. All accidents, incidents or near misses will be reported early and promptly on the accident report form.
2. If necessary, the trained first aiders on site will attend to the accident.
3. The employee will forward all Medical documents to the Co-ordinator who will action and file these as required.
4. All Notifiable events need to be advised to the Co-ordinator as soon as practical
5. The accident scene of a "Notifiable events" is not to be interfered with or disturbed until given a clearance.
6. An accident investigation may be required (refer to below)
7. Rehabilitation plans will be established as outlined in the rehab procedure.

Accident Investigation

1. Only people with the appropriate skills and experience should investigate accidents.
2. Gather all the facts; all investigations will be initially recorded on an Accident / Incident Module:
   a. Interview witnesses and describe events in detail, using any photos, diagrams or other exhibits that may be appropriate.
   b. Have the prescribed agencies, been informed?
   c. Be sure that you understand the sequence of events fully before any analysis takes place.
   d. Identify all the hazards involved.
   e. Consider:
      i. equipment,
      ii. materials,
      iii. work practices and procedures,
      iv. work environment,
      v. health issues,
      vi. hazards
3. Assess the Hazard Controls in place. What controls were in place, and why didn't they work? What is needed? Is there a need to train or inform employees?
4. Decide on Future Action. Describe fully what needs to be done to prevent further accidents or incidents. Who should do what and by when?
5. Records of those who hold relevant investigation skills are recorded in Human Resources module.
6. Inform all those affected. Inform everyone who needs to know, not only those directly involved. Health and Safety meeting agenda will include the results of any findings and actions to be undertaken.
7. Follow up. There must be checks to ensure that recommended changes have been made and results achieved.
8. The Manager or Supervisor will implement any corrective actions or improvements that arise from the accident investigation. Actions must be signed off as they are completed.

Injury Management and Return to Work

1. Medical documents and medical certificates are received. They will be filed as necessary.
2. Employee having more than 5 days off and/or the injury would benefit from rehabilitation.
3. Signed consent form is required by the employee to authorise the release of information from the doctor.

4. Consult doctor or treatment provider as to possible duties the injured employee could undertake.
5. Employee, Employee's Manager/Supervisor and Co-ordinator meet and discuss possible options and formalise the options in a rehabilitation plan. The employee may have a Union or support person present.
6. A Third-party rehabilitation provider may assist with the plan and monitoring of progress.
7. Rehabilitation plan and set milestones are monitored as agreed.
8. If rehabilitation milestones or the rehabilitation plan are not proceeding as agreed an occupational health specialist or physician may be involved. Typical transitional duties include:
    a. Admin/ paper work e.g. electrical compliance certificates.
    b. Non-lifting site work
    c. Reduced hours per day
    d. Motor vehicle driving/ deliveries
9. Early intervention with a rehab programme is the best option. Remember that an employee has a fitness level and muscle toning from the type of work they have been doing and the longer they are out of the workforce the longer it will take them to get back to full fitness.
10. The threat of re-injury is also a serious possibility if the rehabilitation is not designed and handled correctly.
11. Remember an employee may feel threatened by the meeting format and the desire for the company to get them back to work earlier than they may be happy with.
12. Always offer the employee the option of having a support person or H & S rep present.
13. It is good policy to clearly explain to the employee that the companies aim is the smooth reintroduction back into the workforce.
14. Remember that high achievers and very active people can also overdo their return to work and reinjure themselves.

Employee Participation

Purpose and Scope

The organisation will ensure that employees have the opportunity to be fully involved in the development, implementation and operation of safe workplace practices.

The organisation actively encourages employees to be involved in the Health and Safety meetings.

Associated Documents

Health and Safety Meeting Minutes.

Event Management Module

Procedure

Meetings are scheduled in the Event Management module. When completed, the event will be signed off and the minutes attached.

The following events may be used to facilitate participation:

Toolbox Meeting

1. The site foreman will chair and take minutes of site toolbox meetings.
2. The frequency of toolbox meetings is determined by the:

      a. Main Contractor/ Principal

      b. Site contract requirements

      c. Company directive

3. All employees and contractors on the site at the time of the meeting MUST attend unless excused by the foreman for an extraordinary reason.

4. Site foreman will record

      a. Names of all attendees

      b. Concerns or hazards raised

      c. Accident reported

      d. Concerns raised

      e. A brief summary of specific topics covered or instructions given

5. Completed site safety toolbox meeting records shall be held in Adhoc Training Module.

Health and Safety Meeting

1. The Health and Safety Meeting is made up of representatives from all levels within the organisation. The meeting can be a committee or it can be a full company meeting.

2. The meetings will be minuted with action points clearly identifying responsibility with target date for completion. The following items will be discussed:

      a. Previous minutes and actions taken

      b. Reviews of policies

      c. Correspondence, i.e. new laws and legislative requirements

      d. Objectives achieved

      e. Hazards/risk

      f. New equipment and new work processes (including hazards associated with new equipment or processes)

      g. Training undertaken and training for next period

      h. Accidents and incidents

      i. Upcoming and overdue events from Mango

      j. Changes that affect workplace safety

      k. General business Excellence

Appointment of Employee Health and Safety Representatives

If required annual nominations will be asked from employees for representatives to be elected. If more nominations are received for the positions available, an election will be held by ballot

Trained representatives have the following duties as outlined in the responsibilities section.

References:

ISO 14001
7.3, 7.4

Emergency Planning

Purpose and Scope

The purpose is to ensure that the organisation has an emergency plan to manage and test all types of potential emergencies.

Associated Documents

Emergency Plans

Event Management Module

Procedure

Emergency Plans

1. All potential emergencies will have documented plans.
2. A copy of the emergency plan will be in a readily accessible location for all staff to refer to.
3. The emergency plan will incorporate all of the potential emergency situations that can affect the site that the plan has been developed for, and how to respond to them.

Testing Emergency Plans

1. Trial Emergencies will be scheduled in the Manage Events module.
2. When completed, the event will be signed off and the evidence attached.
3. All emergency wardens will undertake in house training every 12 months in their role and the emergency plan and procedures.
4. Training will be recorded on the individuals training record.
5. Any corrective actions or improvements will be recorded in the Improvement module in Mango.
6. Tests will be conducted every 6 months.
7. Following each test, the Chief Warden will review the drill and implement any actions identified with the other wardens.

References:

ISO 14001
8.2

Operations – Environmental

Aspects and Impacts Identification, Assessment and Control

Purpose and Scope

The purpose is to describe the procedures for identifying, assessing and controlling the environmental aspects and impacts.

Associated Documents

Risk Management Module

Environmental Aspects and Impacts Register

Procedure

Aspects Identification

1. Ascertain the area(s) of the organization to be evaluated.
2. Identify environmental aspects via interviews, site reconnaissance, and document review for the area or function defined.
3. Consider the following;
    a. Waste streams (air, water, solid waste),

       b. Energy exchange (energy used and energy released),

       c. Resource consumption,

       d. Community

       e. Interested stakeholder input, and

       f. Human and Ecosystem toxicity.

4. Identify those aspects that are significant
5. Identify all resource consents.
6. Record the identified aspects in Risk Management Module

Assessment and Control

1. The Risk Management module will step you through the process of assessing and developing appropriate controls.
2. Once the aspect and impact has been entered and controls set, attach the new aspects to the appropriate register.
3. Once attached, print off the updated register and circulate to the appropriate employees or areas.

Review and Monitoring

Mango will notify the organisation when a review is due. This may be from a contractual requirement (for example: resource consent) or an operational site review.

References:

ISO 14001
6.1

Environmental Incident Reporting, Recording and Investigations

Purpose and Scope

The purpose of this procedure is to ensure that environmental incidents are reported, recorded, investigated and appropriate corrective and preventive action is performed.

Associated Documents

Improvement module

Procedure

1. When an environmental incident is reported, an improvement will be raised in the Improvement module.
2. The workflow in the Improvement module, as setup then ensures the environmental incidents has corrective action assigned.
3. All actions will be recorded in the Improvement module.
4. When an environmental incident is reported, an improvement will be raised in the register. Examples of environmental incidents include:
       a. Discharge to air
       b. Discharge to land
       c. Discharge to water
5. Contain the environmental incident and prevent or minimise the risk of further environmental harm. Contact the appropriate Environmental Protection Agency.
6. The environmental incidents have corrective action assigned.

7. All actions will be recorded
8. The preventive actions are verified in the Management review meeting to ensure they are effective

References:

ISO 14001
10.2

Environmental Emergency Planning

Purpose and Scope

The purpose is to ensure that the organisation has an emergency plan to manage and test all types of potential emergencies.

Associated Documents

Emergency Plans

Event Management Module

Procedure

1. All emergency situations will have an Environmental Emergency Plan
2. A copy of the environmental emergency plans will be in a readily accessible location for all staff to refer to.
3. The emergency plan will incorporate all of the potential emergency situations that can affect the site that the plan has been developed for, and how to respond to them.

Testing Emergency Plans

1. Trial Emergencies will be scheduled in the Manage Events module.
2. When completed, the event will be signed off and the evidence attached.
3. All emergency wardens will undertake in house training every 12 months in their role and the emergency plan and procedures.
4. Training will be recorded on the individuals training record.
5. Any corrective actions or improvements will be recorded in the Improvement module.
6. Tests will be conducted every 6 months.
7. Following each test, the Chief Warden will review the drill and implement any actions identified with the other wardens.

References:

ISO 14001
8.2

Performance Evaluation

Monitoring, Measurement and Evaluation

Purpose and Scope

To describe how we will monitor, measure, analyse and evaluate the EMS in order to identify and take suitable action to ensure the continual improvement of the management system.

Associated Documents

Events Management Module.

Mango Reports.

Procedure

1. The company will determine:
    a. The aspects of the EMS that will be monitored and measured.
    b. The responsibilities, frequency and methods for monitoring, measurement, analysis and evaluation needed.
    c. The criteria against which we will evaluate its EMS performance.
    d. When the monitoring and measuring:
        i. Will be performed.
        ii. Results will be analysed and evaluated.
2. The results of the analysis and evaluation conducted is to evaluate the:
    a. Degree of customer satisfaction.
    b. Conformity of products and services.
    c. Performance and effectiveness of the EMS including the environment, health and safety and quality.
    d. If planning has been effectively implemented.
    e. Effectiveness of actions taken to address risks and opportunities.
    f. Performance of external providers.
    g. Need for improvements to the EMS.
3. Appropriate documented information must be retained as evidence of the monitoring, measurement, analysis and evaluation that is conducted.

Monitoring Arrangements

1. Generally, individual procedures within the EMS describe the specific monitoring, measurement, analysis and evaluation requirements to be met.
2. Whenever required, an event will manage the process.

References:

ISO 14001
9.1

Internal Audit

Purpose and Scope

To describe the responsibilities and methods used to evaluate the effectiveness of the implementation and maintenance of the EMS.

Audits and inspections are completed for the following purposes:

- To identify the compliance status against the company policies, procedures, legal requirements and other obligations including the ISO 14001
- To identify areas where EMS performance needs to be improved or changed.
- To identify leading practice, so as such practices can be communicated and implemented in other the company activities.

Associated Documents

Internal and External Audit Reports.

Event Management Module.

Improvement Module.

Audit / Inspection Module.

Compliance module.

Procedure

The company will use the DIME matrix methodology for internal audits. This will be an audit of the system based on the ISO clauses.

The company will audit using the Compliance Module to capture the records of DIME (documented, implemented. monitored, evidence/effective).

1. An audit of the EMS will be conducted as per the schedule in Event Management Module.
2. An event will remind Management when the audit is due.
3. The Audit team will audit the assigned section of the EMS.
4. An auditor can't audit a core function they are responsible for.
5. Once complete, the event will be signed off and a copy of the report uploaded.
6. An improvement will be raised for each non-conformance identified.

References:

ISO 14001
9.2

Management Review

Purpose and Scope

To ensure that the EMS is effectively reviewed on a regular basis with the purpose to:

- Ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction.
- Consider relevant changes in external and internal issues, including changes to legislative and other requirements.
- Ensure all employees are aware of the current status of EMS performance and changes to the EMS system and procedures.
- Allow for all employees to provide suggestions, direction and resources for the continual improvement of EMS performance.

Associated Documents

Management Review Meeting Minutes.

Event Management Module

Data in Mango.

Procedure

1. A formal review of the EMS is to be conducted every six weeks, all staff are invited and expected to attend in person or via appropriate communication.
2. The agenda will be:
    a. the status of actions from previous management reviews;
    b. changes in external and internal issues that are relevant to the quality management system;
    c. information on the performance and effectiveness of the quality management system, including trends in:
        i. customer satisfaction and feedback from relevant interested parties;
        ii. the extent to which quality objectives have been met;
        iii. process performance and conformity of products and services;
        iv. nonconformities and corrective actions;
        v. monitoring and measurement results;
        vi. audit results;
        vii. the performance of external providers;
    d. the adequacy of resources;
    e. the effectiveness of actions taken to address risks and opportunities (see 6.1);
    f. opportunities for improvement.
3. An event has been setup to ensure the Management Review happens.
4. The Management Representative will run, keep minutes and publish records in Event Management module.
5. The Management review will follow the standard agenda format in the minutes.
6. Actions are assigned and recorded on the Management Minutes with agreed timeframes.

References:

ISO 14001
9.3

Improvement

Improvement and Corrective Actions

Purpose and Scope

To ensure that improvements, non-conformities and corrective actions are reported, recorded, investigated and followed-up.

The procedure also ensures that non-conforming products or services are identified, reported, recorded, investigated and controlled.

Associated Documents

Improvement Module.

Procedure

1. Employees must report improvement opportunities, non-conformances, failures and any other EMS issues.
2. Improvements can be initiated by any employee when any of the following issues are identified:
    a. To initiate a change to the EMS.

      b. To initiate an improvement to the performance and effectiveness of the EMS.

      c. When an innovation or improvement opportunity is identified.

      d. When a non-conformance is identified at any time, (Software Bugs - non-conformances are handled via Mantis software).

      e. When a discrepancy, non-conformance or improvement is identified during auditing.

      f. When a customer complaint or any significant customer feedback is received (including compliments).

3. Improvements are to be retained in Mango including associated documents and records with respect to the improvement

4. The improvement workflow will manage the improvement process

5. Findings will be reported to the Management Review meeting including their status.

References:

ISO 14001
10.1, 10.2, 10.3