

EM1

**Arrow Environmental Services Limited
Exchange Works
Kelvin Way
West Bromwich
B70 7JW**

Environmental Manual

Waste Management - the transportation of bulk and containerised waste including process wastes. Oil separation, treatment and Industrial cleaning.

This manual is designed to meet the requirements of ISO 14001:2015. No part of this Manual may be removed from the premises, disclosed to, or copied by any company or person without written permission of the Managing Director.

This environmental manual, supporting procedures and the core operation plan are issued and controlled by the by the Quality Manager and approved by the Managing Director. Where changes are made, the change is indicated by a vertical line and initials. Legible hand written changes may be made, as necessary.

LEVEL 1: Environmental Manual	Ref:	EM1
	Page:	Page 2 of 8
	Version:	2
	Date:	21/06/2016
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AMENDMENT RECORD SHEET

Rev No	Rev Date	Details of Change	Reviewer	Approved
1	21/06/16	Change to Management Review & scope of EMS	MC	MC
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CONTROLLED - Approved

LEVEL 1: Environmental Manual	Ref:	EM1
	Page:	Page 3 of 8
	Version:	2
	Date:	21/06/2016
STATUS: This document is not valid unless stamped with the word 'Controlled'.		

TABLE OF CONTENTS

1	SCOPE	4
2	ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS	4
	2.1 GENERAL REQUIREMENTS	4
3	ENVIRONMENTAL POLICY	4
4	PLANNING	4
	4.1 ENVIRONMENTAL ASPECTS	4
	4.2 LEGAL & OTHER REQUIREMENTS	4
	4.3 OBJECTIVES, TARGETS AND PROGRAMMES	5
5	IMPLEMENTATION & OPERATION	5
	5.1 RESOURCES, ROLES, RESPONSIBILITY & AUTHORITY	5
	5.2 COMPETENCE, TRAINING & AWARENESS	5
	5.3 COMMUNICATION	6
	5.4 DOCUMENTATION	6
	5.5 CONTROL OF DOCUMENTS	6
	5.6 OPERATIONAL CONTROL	6
	5.7 EMERGENCY PREPAREDNESS & RESPONSE	6
6	CHECKING	7
	6.1 MONITORING AND MEASUREMENT	7
	6.2 EVALUATION OF COMPLIANCE	7
	6.3 NON-CONFORMITY, CORRECTIVE ACTION AND PREVENTIVE ACTION	7
	6.4 CONTROL OF RECORDS	7
	6.5 INTERNAL AUDIT	7
7	MANAGEMENT REVIEW	8

LEVEL 1: Environmental Manual	Ref:	EM1
	Page:	Page 4 of 8
	Version:	2
	Date:	21/06/2016
STATUS: This document is not valid unless stamped with the word 'Controlled'.		

1 SCOPE

Arrow Environmental Services Limited, Kelvin Way, West Bromwich is located at the Exchange Works site and provides Oil Recovery, Treatment, waste disposal and industrial cleaning services. Specifically, these services include a transfer station where processing of waste materials is undertaken.

The Company provides disposal using a comprehensive fleet of vehicles transporting bulk and containerised waste and operating in conjunction with authorised disposal outlets.

Arrow holds appropriate licenses for the carriage of waste and as a transfer station and the site is operated in accordance with the site Permit.

2 ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS

2.1 General Requirements

Arrow has committed to the implementation of an Environmental Management System (EMS) that is structured within the ISO14001:2015 framework. This manual defines the environmental policy, commitment, organisational structure and the procedures that are adopted to attain the Company objectives and targets of pollution control and continual environmental improvement.

The Quality Control Manager/Representative acts as the Management Representative and is responsible for the maintenance, revision, issue and control of this manual.

This manual is available to personnel and all interested parties whose activities influence the environmental performance of the Arrow.

The system is implemented and maintained by management and is continually reviewed and improved to ensure it remains appropriate and effective.

3 ENVIRONMENTAL POLICY

The environmental policy statement has been developed and agreed by management. The Policy is displayed in the offices and workshops and is available to the public and stakeholders on request.

The contents of the Policy have been communicated to all staff and are similarly applicable to contractors, subcontractors and temporary staff working on behalf of the Company.

The policy is controlled and is regularly reviewed.

4 PLANNING

4.1 Environmental Aspects

Arrow will compile a Register of Significant Environmental Aspects as part of its commitment to adhere to the ISO14001:2015 standard, Clause 6.1.2. The Register will encompass effects from those activities defined within the scope of the EMS and will also include those that the Company can influence, for example new services or modified activities.

The aspects evaluation will be carried out using the methodologies documented in the Environmental Procedures.

4.2 Legal & Other Requirements

The Company has assessed its activities and services to identify legislative, regulatory and other requirements which have an effect on its environmental aspects. These have been compiled in a Register of Legislation, Regulations & Other Requirements.

LEVEL 1: Environmental Manual	Ref:	EM1
	Page:	Page 5 of 8
	Version:	2
	Date:	21/06/2016
STATUS: This document is not valid unless stamped with the word 'Controlled'.		

Arrow has access to legal requirements and is able to determine how these apply to its environmental aspects. The immediate requirement of the EMS is to ensure legal compliance. These legal requirements will be taken into account in establishing, implementing and maintaining the EMS.

4.3 Objectives, targets and programmes

Objectives and targets will be consistent with the Environmental Policy and will be drawn, in part, from the Significant Environmental Aspects and partially on the overall business activity and feedback from the business stakeholders and interested parties.

Objectives and targets will be quantifiable and measurable and will demonstrate a commitment to reduction of pollution from the Arrow's activities and services.

Arrow will set and maintain a procedure for the establishment, maintenance and review of objectives and targets.

5 IMPLEMENTATION & OPERATION

5.1 Resources, roles, responsibility & authority

The responsibility for environmental issues at Arrow rests with the Quality Control Manager, their deputy and the Environmental Team. In the absence of the Quality Control Manager, the Managing Director will assume these responsibilities.

The roles and responsibilities of the Environmental Team are clearly defined, documented as part of the job descriptions and are communicated throughout the organisation. Job descriptions and an organisation chart are kept on file.

The organisation chart is displayed on notice boards in the offices and works.

The Company ensures the availability of adequate business resources [e.g. financial, human, specialised skills, technology and other infrastructure] for ensuring that the EMS is established, implemented, maintained and improved.

5.2 Competence, training & awareness

Arrow will ensure that all personnel, contractors and stakeholders are aware of the Environmental Policy, Environmental Aspects, Objectives and Targets, and the environmental performance benchmarks required to maintain the EMS.

The Company ensures that all personnel performing tasks that have the potential to cause significant environmental impacts are competent to perform these tasks. Appropriate records will be kept of education, training, skills and experience.

The Company will identify training needs associated with the identified environmental aspects and the EMS. Training will be provided using a documented programme and will ensure that persons are made aware of:

- ✚ The importance of conforming with the Policy and procedures required in the EMS;
- ✚ The environmental aspects that relate to and impact on the work;
- ✚ The environmental benefits of improved personal performance;
- ✚ The potential consequences of non-adherence to set procedures; and
- ✚ The roles and responsibilities in achieving conformance with the requirements of the EMS.

LEVEL 1: Environmental Manual	Ref:	EM1
	Page:	Page 6 of 8
	Version:	2
	Date:	21/06/2016
STATUS: This document is not valid unless stamped with the word 'Controlled'.		

5.3 Communication

Procedures are established and maintained for communication of environmental aspects and the EMS internally and through the functions and levels of the organisation.

Communications from externally interested parties are received, formally addressed and appropriate replies are sent. Significant environmental aspects are selectively communicated, i.e. when specifically requested by an external interested party.

5.4 Documentation

The Company has defined its scope and established the environmental policy and the objectives and targets.

The main elements of the EMS have been defined as well as their interaction and reference to related documents. Refer to Section 1 of this Manual.

Records and documents have been established which they are necessary for planning, operation and control of the processes relating to significant environmental aspects and the requirements of ISO 14001:2015.

5.5 Control of Documents

Appropriate documents and data used in the environmental management system are approved and verified, uniquely identified and, where necessary, controlled prior to issue. Thereafter documents are reviewed, updated and re-approved annually.

The revision status is shown on environmental documents and the changes are recorded in the amendment record located at the front of each document within the EMS (unless otherwise stated).

Arrow's procedures require that the necessary current documentation is retained in a legible condition and is available to staff at point of use.

Obsolete documents will be withdrawn, but where they need to be retained for reference, the documents will be clearly identified.

5.6 Operational Control

Services provided by Arrow are properly assessed and planned to ensure that they operate under controlled conditions derived from the significant environmental aspects, the Environmental Policy and the set objectives and targets.

Procedures contain critical operating criteria and are prepared on the basis that their absence could lead to a deviation from the environmental policy, objectives and targets.

Where significant aspects relate to goods and services provided by suppliers or contractors, procedures and requirements are made known to them.

5.7 Emergency Preparedness & response

AESL procedures are established and maintained to regularly monitor, measure and respond to potential emergency and accident situations which can have a significant impact on the environment.

Procedures are in place for responding to actual environmental emergencies and accidents and to prevent or mitigate adverse environmental impacts.

Response to environmental accidents and emergencies and the prevention or mitigation of environmental impacts are regularly reviewed. Where necessary, the emergency preparedness and response procedures will be regularly tested.

If an actual environmental accident or emergency arises, the review will be undertaken as soon as practical following the incident.

LEVEL 1: Environmental Manual	Ref:	EM1
	Page:	Page 7 of 8
	Version:	2
	Date:	21/06/2016
STATUS: This document is not valid unless stamped with the word 'Controlled'.		

6 CHECKING

6.1 Monitoring and measurement

Appropriate inspections and tests are undertaken for monitoring and measurement of the operations and activities that can have a significant impact on the environment. Information is recorded tracking performance, applicable operational controls and conformance with the environmental objectives and targets set.

Calibration or verification of inspection, measuring and test equipment is undertaken and is traceable to a National or International Standard. As necessary, inspection measuring and test equipment is identified, calibrated and adjusted at scheduled intervals or prior to use against certified equipment.

Equipment, which is found to be inaccurate, is withdrawn from use and corrective action is taken.

6.2 Evaluation of compliance

Procedures are established and implemented for addressing the legal, regulatory and other requirements which apply to Arrow's activities and services.

Information is maintained and updated by an initial evaluation and subsequent periodic re-evaluation and appropriate records are kept.

6.3 Non-conformity, corrective action and preventive action

Nonconformity, including any potential nonconformity, is clearly identified and action is taken at the earliest possible stage and appropriate action is taken to mitigate any environmental impacts.

Arrow operate systems to identify existing or potential causes of nonconformity and to establish appropriate corrective/preventive actions required. Corrective and preventive actions are monitored to ensure they are effective.

Where necessary, procedural changes will be made. This is to ensure that preventive actions are maintained.

6.4 Control of records

The Company maintains suitable environmental records for a stated period to demonstrate the continuity and effectiveness of conformity to the EMS.

These records are identified indexed, filed and suitably stored so that they remain legible and are readily retrievable.

6.5 Internal audit

Audits are undertaken in accordance with set audit plans to verify that the EMS conforms to planned arrangements and that the requirements of the Standard have been properly implemented and maintained.

The Quality Control Manager is responsible for planning the audits, setting the audit criteria and for resourcing the audit programme. The audit plans are based on the importance of the activity concerned and the results of previous audits. As a minimum, the complete EMS will be audited annually.

Results of audits are reported and corrective action and the time scale for completion is established. Appropriate records are kept of the audit and any associated records.

Auditors are selected for their impartiality and objectivity.

LEVEL 1: Environmental Manual	Ref:	EM1
	Page:	Page 8 of 8
	Version:	2
	Date:	21/06/2016
STATUS: This document is not valid unless stamped with the word 'Controlled'.		

7 MANAGEMENT REVIEW

Board Meetings are arranged by management on a monthly basis and as part of the meeting a review of the Environmental Management system is discussed. Appropriate records are kept to ensure the continued adequacy, suitability and effectiveness of the systems and so that the policies, objectives and other elements of the system are reviewed, monitored and measured.

The points to be included in these meetings will be stated from the Standard and will form the management review. They will include:

- Status of actions from previous meetings
- Changes in issues relating to the EMS, such as Legislative, risks & opportunities, environmental aspects or expectations of interested parties
- Extent to which the environmental objectives have been achieved
- Information on Arrow's environmental performance with trends on legal compliance, Non-conformances, audits & monitoring results
- Adequacy of resources
- Communications from interested parties ie Complaints
- Opportunities for continual improvement

Any necessary actions arising from the meeting regarding the above points will be documented, monitored, reviewed and communicated to all Arrow staff.