

Environmental Management System- Documented Information Index

Institution: University of Worcester

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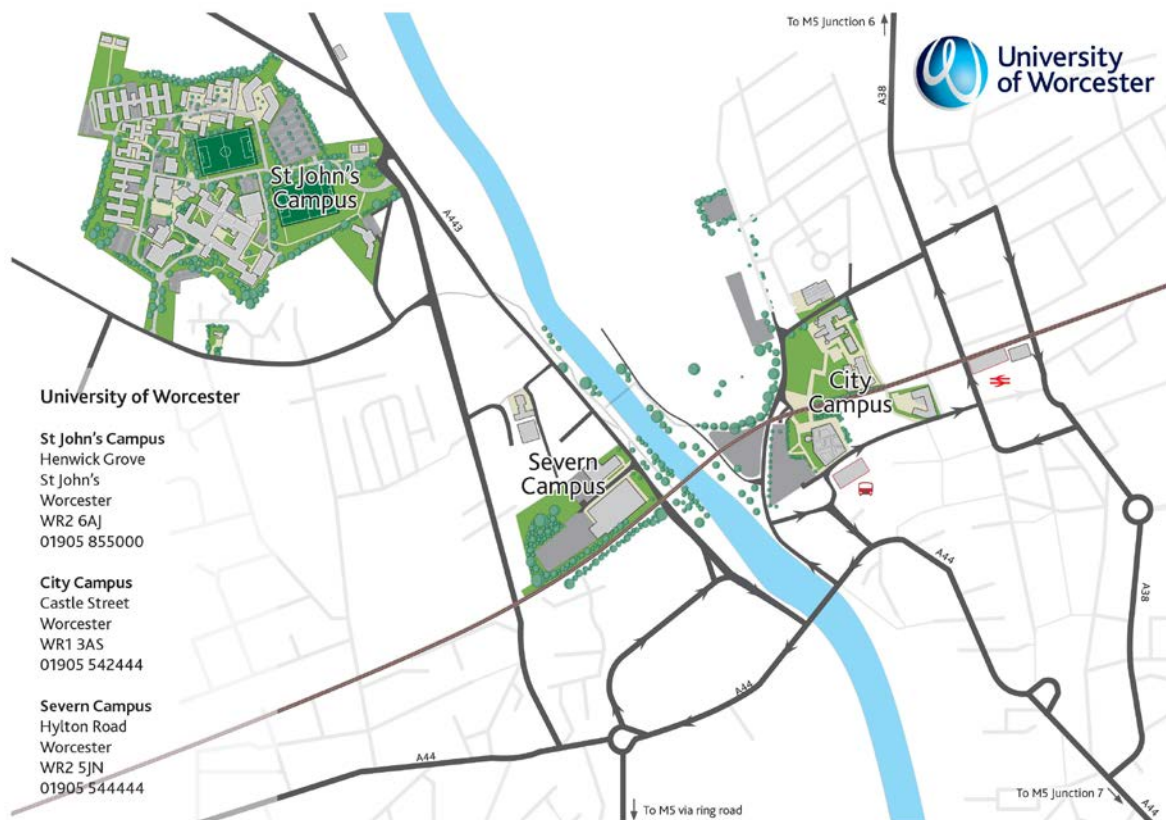
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The aim of this Index is to explain the core documented information of the EMS. It contains information on the institution's activities, products and services and the institution's management structure. It also acts as an index for locating key documents in accordance with the specifications of the EcoCampus Scheme and ISO 14001:2015.

A. SCOPE

The University of Worcester occupies the following sites:

- St John's Campus
- City Campus
- Severn Campus
- Lakeside Campus - Located just outside Worcester outdoor learning and activity centre.



The Environmental Management System (EMS) covers all the buildings and land listed above and business activities.

The main activity of the University is to provide an academically rewarding, personally-fulfilling experience for students. The institution aims to improve environmentally-sustainable practices in all aspects of University life, including business travel and commuting which are external to university campuses.

It is organised into 10 academic schools and 9 professional services departments:

- School of Allied Health and Community
- School of the Arts
- School of Education
- School of Humanities
- School of Nursing and Midwifery
- School of Psychology
- School of Science and the Environment
- School of Sport and Exercise Science
- Worcester Business School
- University of Worcester International College

Schools are grouped into 3 Colleges;

- Business, Psychology and Sport
- Arts, Humanities and Education
- Allied Health and Community, Science and the Environment and Nursing and Midwifery

The intended outcomes of the EMS are defined in the Sustainability Policy.

Students and Staff

In 2018 the student head count 10,798. Approximately 16% of students were on taught postgraduate courses and just over 1% (120 students) were postgraduate research students. 6287 (58%) were mature students and 1483 (13.7%) had a disability.

A recent government survey showed that 93% of Worcester's full-time first-degree graduates went into employment or further study.

The University is a major local employer, with about 1,707 members of staff.

More information on the University can be found on the website at:

<http://www.worc.ac.uk/about/179.html>

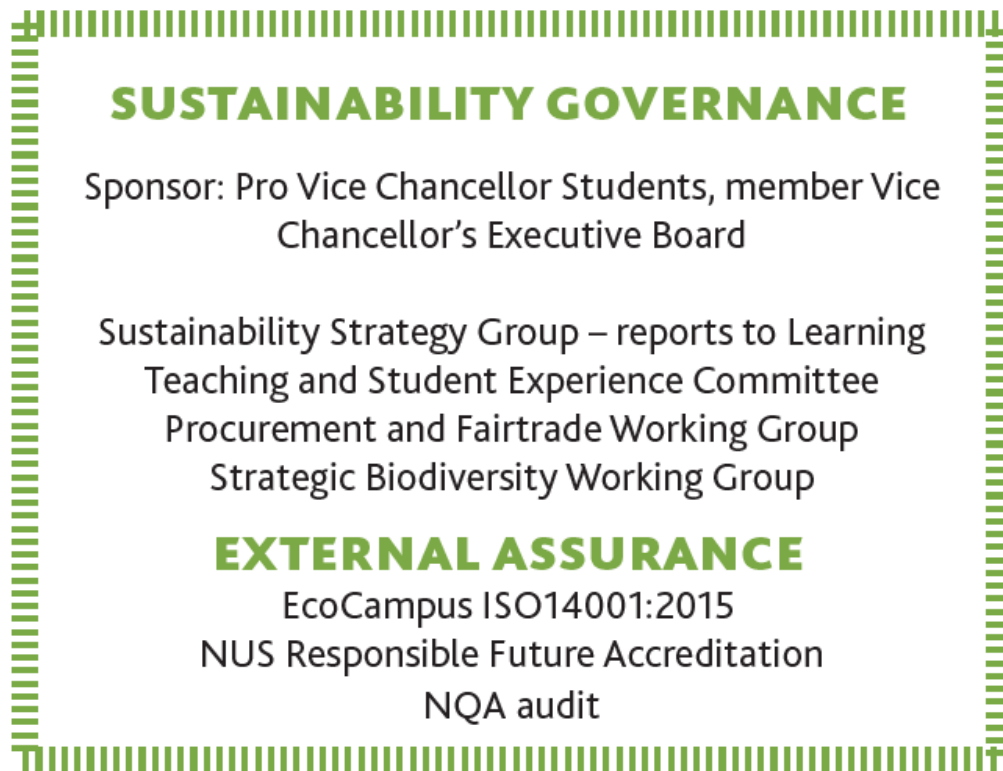
All interested parties relevant to the EMS and their requirements in terms of need and expectations, including legal compliance have been identified in the **Log of Interested Parties**.

B. ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS

BRONZE PHASE I – PLANNING

1.1 Leadership and Commitment

Top management has integrated environmental management into the institution's business processes and strategic direction. Management responsibilities and authorities are assigned in the **Institution's Management Structure**, shown below in Figure 1.



Integration within business processes across the institution is ensured through Pro Vice Chancellor for Students who is a member of the Vice Executive Board being the Lead for Sustainability at the University of Worcester. There is representation from all students and staff via key committees and sub groups the key committees being Sustainability Strategy Group and Learning and Teaching and Student Experience Committee, Procurement Working Group and Strategic Biodiversity Management Group.

Process 1.1.1 Leadership and EMS Scope is located in the online Sustainability Manager (Procedures module) under EMS/ 1.1 Leadership and Commitment.

2.2 Context of the Institution

The external and internal environmental issues relevant to the context of the institution and the associated risks and opportunities have been determined. This includes environmental conditions capable of affecting the institution, as well as the institution's impact on the environment. This has been conducted using the **Environmental Context Review and Risk & Opportunities EMS PESTLE Analysis**.

The Log of Interested Parties outlines parties who have an interest in the institutions ability to meet EMS objectives and outline how their interested are linked into the system.

In addition, the **Annual Sustainability Report** takes accountability of the effectiveness of the environmental management system, under the wider "sustainability" context and is independently verified.

SILVER PHASE 2 - IMPLEMENTATION

2.1 Compliance Obligations

Process 2.1.1 Compliance Obligations demonstrates how the institution determines and accesses compliance obligations applicable to its environmental aspects, including the relevant requirements of interested parties which it has chosen to comply and takes into account these compliance obligations when establishing, implementing, maintaining and continually improving its EMS.

Mandatory Legal Requirements

The organisation subscribes to EAUC which provide regular updates of environment legislation. The EMS Manager assesses the implications of relevant legislation and regulations for the organisation. Requirements relevant to the Institution are compiled in the **Compliance Register**.

Other Compliance Requirements

The institution's **Interested Parties Log** determines which needs and expectations are adopted as compliance obligations. Other requirements are accessed via sector updates from relevant bodies, e.g. Office for Students, Advance HE, the EAUC, as well as professional bodies, e.g. IEMA.

The **Compliance Register** and all documented information regarding compliance obligations are located in the online Sustainability Manager (Procedures module) under EMS/ 2.1 Compliance Obligations/ Compliance Register.

2.2 Environmental Aspects

Process 2.2.1 Environmental Aspects demonstrates how the institution determines the environmental aspects of its activities, products and services, within the defined scope of the EMS, which it can control and influence, and their associated environmental impacts. The institution also determines how compliance obligations apply to the environmental aspects, considers a life cycle perspective when assessing the significance of its aspects in terms of their impacts on the environment under normal, abnormal and foreseeable emergency conditions and identifies risks (adverse impacts) and opportunities (beneficial impacts) resulting from its significant aspects.

All environmental aspects and associated environmental impacts are detailed and ranked in order of significance in the **Aspects and Impacts Register**. This and other documented information on environmental aspects is accessed via the online Sustainability Manager (Procedures module) under EMS/ 2.2 Environmental Aspects/ Aspects and Impacts Register.

2.3 Planning Action

The Institution has set **Environmental Objectives** (see 2.4 below) and developed **Operational Control Processes** (see 3.5) to address its environmental aspects, compliance obligations and risks and opportunities.

2.4 Environmental Objectives

Process 2.4.1 Environmental Objectives describes how the institution determines its environmental objectives, taking into account the institution's significant environmental aspects and compliance obligations.

The EMS Manager monitors progress on a monthly basis and reports to Top Management, as part of the management review process. Objectives are reviewed at least annually or earlier if an Audit and/or Management Review identifies the need for change. During this process, Top Management ensures the objectives are consistent with the institution's Sustainability Policy.

Environmental objectives and planning actions are detailed in the **Environmental Objectives Planner**. This is accessed via the online Sustainability Manager (Procedures module) under EMS/ 2.4 Environmental Objectives/ Environmental Objectives Planner.

Environmental Indicators are also set to monitor and measure the progress of environmental objectives. These can be accessed via the online Sustainability Manager (Data module) under KPIs.

2.5 Sustainability Policy

Process 2.5.1 Sustainability Policy explains how the institution's sustainability policy is written and revised. This procedure and the institution's current **Sustainability Policy** are located in the online Sustainability Manager (Procedures module) under EMS/ 2.5 Environmental Policy.

The institution ensures the Sustainability Policy and Environmental Objectives are compatible with the institution's strategic direction and incorporate good environmental practices to continually improve the institution's environmental performance to meet compliance obligations and protect the environment.

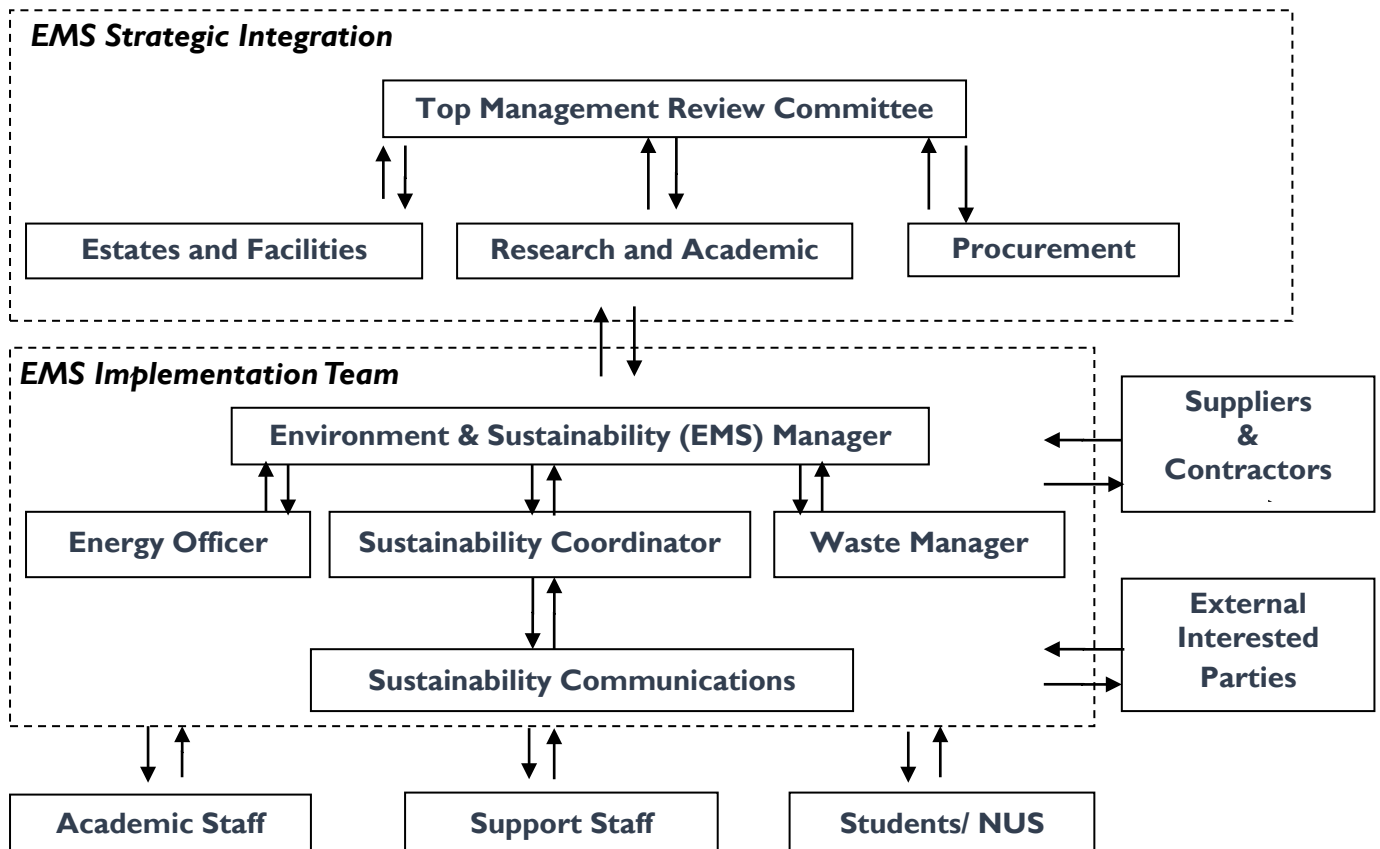
To achieve this, top management is committed to implementing an EMS that conforms to the requirements of the EcoCampus Scheme and ISO 14001:2015.

GOLD PHASE 3 – OPERATION

3.1 Institutional Roles, Responsibilities & Authorities

Process 3.1.1 Institutional Roles, Responsibilities & Authorities explains how those involved in the EMS are assigned roles, responsibility and authority. The individuals and committees responsible for implementing the EMS are shown below in fig.1.

Fig.1 Institution’s Environmental Management System Reporting Structure - A flow chart showing those responsible for the institution’s EMS.



The reporting structure for implementing the EMS shown above in fig.1 highlights how top management and the EMS Implementation Team interact both internally and externally with interested parties and how information regarding the EMS is integrated across the 3 relevant institutional functions, i.e. Estates and Facilities, the Research and Academic communities and Procurement.

The details of the roles, responsibilities and authorities associated with the EMS Reporting Structure are as follows:

Top Management Review Committee:

- Ensures the continuing suitability, adequacy and effectiveness of the EMS.
- Assigns responsibilities and authorities across the institution,
- Determination of the scope of the EMS,
- Monitor the performance of the EMS, including the review of the institution's **Sustainability Policy and Environmental Objectives**,
- Ensures the integration of the EMS into institutional processes.
- Secure the resources required to maintain the EMS.

Core Institutional Functions (Estates and Facilities, Academic & Research Departments, Procurement):

- Ensure that the institution's EMS and environmental performance is taken into consideration during strategic decision making, in line with the **Strategic Plan**.
- Report to Top Management periodically to ensure the EMS is progressing as required to meet the institution's environmental objectives and work towards improving environmental improvement.

EMS Manager:

- Reports to the Top Management Review Committee on the functioning of the EMS,
- Reviews and updates the **Compliance Register** to ensure that the institution is up-to-date with relevant legislation and other compliance obligations,
- Ensures all compliance controls are identified, listed and evaluated,
- Identifies and prioritises the significance of environmental aspects and impacts in the **Aspects & Impacts Register**,
- Coordinates the setting of the **Environmental Objectives**,
- Plans action to achieve environmental objectives,
- Liaise with EMS Implementation Team to ensure actions are progressing as required to meet objectives,
- Liaise with internal interested parties, such as staff and students/NUS, as part of the Environmental Champions network,
- Communicates to interested parties about their EMS obligations, including suppliers and contractors,
- Co-ordinates environmental training and competence evaluation,
- Compiles, updates, controls, stores and distributes relevant documented information,
- Organises the programme of internal audits and management reviews,
- Ensures internal EMS auditors are appropriately trained,
- Co-ordinates external audits with UKAS accredited certification body, NQA,

- Implements the opportunities for improvement /corrective actions from audits and Top Management Review Committee meetings,
- Revises processes, procedures and other EMS documentation.

Sustainability Strategy Group:

Members of the Sustainability Strategy Group are drawn from all areas of the institution. Members liaise on a regular basis to:

- Aid the EMS manager with the implementation and maintenance of the EMS,
- Devise and promote initiatives to inform interested parties about the EMS,
- Assist the EMS Manager to conduct internal environmental audits and evaluation of compliance audits,
- Assist with the delivery of environmental training and general awareness raising,
- Ensure operational control processes are being adhered to,
- Conduct monitoring and measuring of environmental performance.

Staff

All staff:

- Are aware of the **Sustainability Policy**, environmental impacts associated with their area of work, their contribution to the EMS and any implications of not conforming to compliance obligations.

Specific staff:

- Liaise with suppliers and contractors to ensure that they meet the institution's environmental requirements,
- Provide the EMS Manager with appropriate operational control documented information,
- Know who to contact in the event of an environmental incident or emergency.

Students:

- Receive regular internal communications and have access to information about the Institution's environmental performance and initiatives.

Suppliers/Contractors:

- Should satisfy the EMS Manager that they are conforming to the institution's relevant environmental processes,
- Provide the EMS Manager with appropriate operational control documented information.

External Interested Parties:

- The needs and expectations of interested parties in relation to the EMS are recorded in the **Log of Interested Parties**. In some instances, these relate to compliance obligations.
- The EMS Manager is responsible to ensuring these needs and expectations are communicated and met.

Specific roles and responsibilities for individual staff can be found in the **Roles, Responsibilities & Training Spreadsheet**- under Folder 3.1 Institutional Roles,

Responsibilities and Authorities in the online **Sustainability Manager (Procedures Module)**.

The EMS Managers communicates the description of their roles and responsibilities to all relevant staff, who then return a signed copy to the EMS Manager to confirm their agreement to the description. All signed descriptions of the roles and responsibilities are then stored in folder Records/Roles & responsibilities in the document control system.

Competence and Awareness

Process 3.2.1 Competence and Awareness explains how the institution determines that people, are competent in their roles, identifies training needs in relation to the EMS and raises general environmental awareness.

The organisation uses EAUC and Lynda.com for general staff training, Loreus Trainer, and other training resources for its environmental training. General environmental awareness training aims to enhance the importance of an individual's behaviour in achieving the objectives and targets of the EMS. Advanced training is for those whose work has or could have a significant impact on the environment. Training is also provided for internal environmental auditors.

Environmental competence and awareness documents are detailed within the **Roles, Responsibilities & Training Spreadsheet**, which can be accessed via the online Sustainability Manager (Procedures module) under EMS/ Records/Roles and Responsibilities. All training records are kept in the folder Records/Training in the document control system or held by relevant managers.

3.3 Communication

The institution uses **Process 3.3.1 Communication** to ensure that internal and external communications, relating to the EMS, are dealt with appropriately. It describes how to receive, document and respond to communications with interested parties.

3.4 Documentation

Process 3.4.1 Documented Information describes the process for creating, updating and controlling EMS documentation, to include how EMS documents are classified and managed and how procedures are written, approved, revised and controlled.

All documented information can be found in their respective folder in the online Sustainability Manager (Procedures module). Obsolete EMS documents are automatically archived by the document control system and kept for three years.

The document control system is structured and numbered in line with the clauses of Eco-Campus Scheme (fig. 2), making it particularly easy to find documents for internal and external auditing purposes.

Fig. 2 The structure of the document control system

1. **Planning**
 - 1.1
 - 1.1.1 Leadership and EMS Scope
2. **Implementing**
 - 2.1
 - 2.1.1 Compliance Obligations
 - 2.2
 - 2.2.1 Environmental Aspects
 - 2.3
 - 2.3.1 Environmental Objectives
 - 2.4
 - 2.4.1 Environment (Sustainability) Policy
3. **Operating**
 - 3.1
 - 3.1.1 Institutional Roles, Responsibilities & Authorities
 - 3.2
 - 3.2.1 Competence and Awareness
 - 3.3
 - 3.3.1 Internal & External Communication
 - 3.4
 - 3.4.1 Documented Information
 - 3.5
 - 3.5.1 Operational Planning & Control
 - 3.6
 - 3.6.1 Emergency Preparedness & Response
4. **Checking & Correcting**
 - 4.1
 - 4.1.1 Monitoring, Measuring, Analysis & Evaluation
 - 4.2
 - 4.2.1 Evaluation of compliance
 - 4.3
 - 4.3.1 Nonconformity & Corrective Action
 - 4.4
 - 4.4.1 Internal Audit
 - 4.5
 - 4.5.1 Management Review
5. **EMS Index**
 - 5.1.1 EMS Index

3.5 Operational control

Process 3.5.1 Operational Control describes how the institution's operations are identified and controlled. Detailed operational procedures are used to ensure that all activities are correctly carried out and monitored. These documents are used to

reduce the environmental impacts of all the processes associated with the organisation's significant environmental aspects and to ensure compliance with relevant environmental legislation.

All operational control processes developed are located in Sustainability Manager (Procedures module) under EMS/3.5.

3.6 Emergency preparedness and response

Process 3.6.1 Emergency Preparedness and Response explains how the institution prepares for and responds to environmental emergency situations. It ensures that actions are planned to prevent and mitigate adverse environment impacts. The institution reviews, revises and periodically tests this procedure and supporting documented information.

The **Environmental Incident Report Form** for recording accident and emergencies is located online via the Sustainability Manager (Procedures module) under EMS/Forms.

GOLD PHASE 4 – CHECKING & CORRECTING

4.1 Monitoring, measuring, Analysis and Evaluation

Process 4.1.1 Monitoring, Measuring, Analysis & Evaluation outlines how the institution monitors, measures and evaluates its environmental performance and the effectiveness of the EMS, including setting environmental performance criteria and indicators. For example, the process used to measure the institution's energy usage is located in folder 3.4 Monitoring energy and the energy records are in the Energy Operational Processes in the online Sustainability Manager (Procedures module) under EMS/4.1.

4.2 Evaluation of compliance

Process 4.2.1 Evaluation of Compliance details the methods used to ensure the institution fulfils all of its compliance obligations. This includes:

- Determining the frequency that compliance will be evaluated
- Evaluating compliance and taking action as and when needed
- Maintaining knowledge of compliance through Process 2.1.1 Compliance Obligations

Internal Audit Report Forms for undertaking compliance auditing can be found in the online Sustainability Manager (Procedures module) under EMS/Forms. Previous compliance audits can also be viewed under EMS/4.4.

4.3 Nonconformity and Corrective Action

Process 4.3.1 Nonconformity and Corrective Action defines the responsibility and authority for investigating and remedying non-conformances. This process includes:

- Identification of the causes of the non-conformances.
- Analysis of the causes of the non-conformances to avoid any repetition.
- Actions to implement the necessary corrective actions.
- Assessment of the effectiveness of the corrective actions.

The **Environmental Incident Report Form** for recording non-conformances is located online via the Sustainability Manager (Procedures module) under EMS/4.3.

Non-conformity, corrective and prevention action log records identified non-conformities and action to resolve them and their root causes.

4.4 Internal Audit

Audits are periodically conducted to assess the effectiveness of the EMS. Process **4.4.1 Internal Audit** explains:

- The clauses to be audited.
- The areas to be audited.
- The frequency of audits.
- The responsibilities associated with managing and directing audits.
- The training of internal auditors.
- The communication of audit results.
- The review of the audit findings via the **Management Review Committee**.

A team of Internal Auditors are co-ordinated by the EMS Manager to carry out a programme of internal audits. All documented information regarding audits can be found in the online Sustainability Manager (Procedures module) under EMS/4.4.

4.5 Management review

Process 4.5.1 Management Review describes the method used by top management to review the continuing suitability, adequacy and effectiveness of the EMS. The review considers a range of information, including audit results, progress towards environmental objectives, changes to compliance obligations and interested parties needs and expectations.

The **Management Review Committee** is chaired by **Top Management**. It meets at least annually and is minuted to record all outputs and conclusions regarding the review of the EMS. Copies of these minutes are filed in the online Sustainability Manager (Procedures module) under EMS/4.5.