EMM for ISO 14001:2015	Issue 2	Date; July 2019

Regency Shipping Ltd

Ferrari Express Ltd

Regency Freight Services Ltd

ISO 14001:2015
Environmental Management System Manual

Version	Date	Comments	Approved by;
Issue 1	February 2015	First issue	Wayne Roser
Issue 2	July 2016	Revised	Wayne Roser
Issue 2	Feb 2018	Revised	Wayne Roser
Issue 2	July 2019	Updated	Leon Lambert

Regency Shipping Ltd
Ferrari Express Ltd
Regency Freight Services Ltd

ENVIRONMENTAL POLICY STATEMENT

At Regency Shipping, Ltd, Ferrari Express Ltd and Regency Freight Ltd we recognise that our operations influence the environment. As a consequence of this, we are committed to continual improvement in our environmental performance, the sound management of waste, prevention of pollution and the protection of the environment. Environmental regulations, laws and codes of practice are regarded as setting the minimum standards of our environmental performance. Our Environmental Policy should be made available to any member of the public upon request.

Scope of our Environmental Management:

Our ISO14001 System covers all functions of our businesses which operate from Units 11, 12 and 15 Trident Industrial Estate, Blackthorne Rd. Colnbrook Berks SL3 0AX and Ferrari Express Ltd 4th Floor, 43 Grosvenor Street, London, W1K 3HL

Our scope for certification is;

'The provision of national and international logistics, storage and freight forwarding services'

We aim to:

- Ensure sustainable waste management and to promote a high level of re-use and recycling in all areas of our operations.
- Conserve resources through energy measurement and management.
- Ensure that our environmental initiatives are understood, implemented, maintained and encouraged at all levels in the organisation, and that they are supported through suitable education and training.

Revised: 07/02/2019

Signed: *Ricky SIngh*   Date: 28/02/2019

Ricky Singh
Managing Director

Introduction.
This Environmental Management System (EMS) Manual is the top-level document of our EMS.

- It is an introduction to our EMS and, where practicable, describes in sufficient detail how we address the individual requirements of the standard.
- Where the information required to describe the way, we address any requirement of the standard or our processes is more extensive, or where procedures in other company management processes are common with the EMS, cross- references are shown in this EMS Manual or its appendices.
- Our Operational Control procedures are detailed in Appendix 1 to this EMS Manual
- Our spill control procedure is shown in Appendix 2 to this manual.

This EMS Manual is therefore the first place to look for our environmental process documentation, it is either here, or it is signposted from here.

4.1 General Requirements

Scope.
The EMS is applicable to all elements of our business and the scope for certification purposes is the same as for our ISO 9001:2015, 45001:2018 certification and is;

'The provision of national and international logistics, storage and freight forwarding services'

4.2 Environmental Policy
See: environmental policy document in this manual.
It is;
- authorised by our Managing Director
- communicated to all employees and people working on behalf of our organisation (e.g. agency staff and contractors)
- reviewed at least at every Management Review meeting
- Shown on our website and available to the public on request.

4.3 Planning
The two fundamental inputs to our EMS which determine what we need to manage are;
1 Understanding and effective management of any important interactions our business has or could have with the environment. These are called *'significant environmental aspects'*. These SIGNIFICANT ASPECTS must be managed, either by a control procedure or an improvement objective or both.
2 Understanding the environmental legal **requirements** which are applicable to our business, and understanding any other environmental obligations e.g. codes of practice, customer requirements etc. (the standard calls these *'other environmental requirements')* and ensuring we comply with all these requirements.

4.3.1 Environmental Aspects
The process for identifying environmental aspects identification and evaluating them for significance is described below.
The process ensures that all aspects which are; subject to legal or other environmental obligations and/or which have a high environmental impact or are of high importance to interested parties, or for which we have insufficient data to determine significance, always rate as 'significant '.

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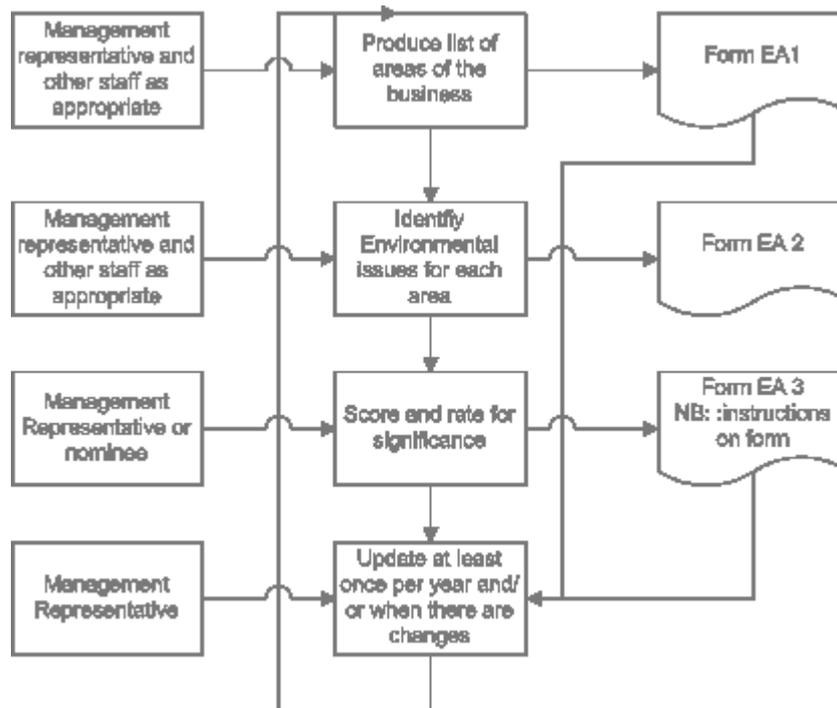
Process

1. Produce list of all areas of the business – this can be based on processes and/or on physical locations. Log on Form EA1
2. Working with staff responsible for the area, complete form EA2 for each area and date form.
3. Using form EA3 add all recorded environmental aspects and score them. (Note there is guidance in the column headers in form EA3 as notes in the top of each applicable column). If the reason for a score is not self-evident add a note in the relevant cell.
4. Add up columns 4 to 8 and determine those aspects which score ≥ 20
5. For those which score ≥ 20 add a 'Y' to column 9. These are the '*significant aspects*' ie those which must be managed.
6. Add cross references to columns 10 (control measures) and 11 (continual improvement objectives). Note it is essential for either column 10 *or* column 11 to have a cross-reference for each significant aspect, but not necessarily in both columns.
7. Forms EA1 EA2 and EA3 are to be updated in the event of changes to the business and reviewed not less than once per year with the internal audit. Changes to be noted in red on the updated form, previous version to be stored electronically.

Completed forms EA1, 2 and 3 are to be retained for not less than 3 years and superseded copies are to be archived.

4.3.2 Legal and Other Requirements

Applicable Environmental Legislation and other environmental requirements/obligations.

Legal and other environmental requirements applicable to the identified environmental aspects of the company are listed in the *'Register of Legal and Other Environmental Requirements'.*

The register is maintained by the Management Representative with support, if required, from an external consultant.

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The Register may be reviewed and updated at any time after information is received from update services, but as a minimum shall be reviewed at least once a year as part of the internal audit process. The register shall contain the following:

a)   Title of legislation

b)   Key elements of legislation

c)   Current applicability

d)   Details of any 'other environmental requirements, to which we subscribe e.g. customer-specified environmental requirements, insurance, lease, etc.

e)   The final column in the register is used to cross reference and detail the results of the compliance confirmation process.

Note; it is not our intention to include information which is <u>not</u> applicable to the business under routine or non routine conditions.

Sources of Information Relating to Environmental Legislation

The company has access to a variety of publications and help-lines that include information relating to current and proposed environmental legislation including 360 environments, NQA In-Touch.

Access to Legislation

Should the need arise to have access to any national or international environmental legislation then the applicable text shall be downloaded from The Stationery Office's website www.hmso.gov.uk

4.3.3 Objectives, targets and programmes

ISO 14001 requires that we have Objectives and targets for continual improvement and that these are supported by Action Plans (programmes) which show how they are to be achieved.

The continual improvement process for environmental performance is managed as follows;

1 RESPONSIBILITIES

- Top management in conjunction with the Management Representative shall identify, document and approve the Environmental Objectives and Targets for each year.
- The Management Representative is responsible for co-ordinating and collating the Continual Improvement Programme and reporting progress to the management team.
- All employees are made aware of our objectives and targets and, where relevant, their role in achieving the objectives
- Assigned "Project Leaders" are responsible for;
  - o   The planning and documentation of the improvement activities
  - o   Timely execution of the actions required to achieve improvement objectives.
  - o   Maintaining a file (hard copy or electronic) which contains evidence of the actions taken
  - o   Reporting at regular intervals (quarterly, and no later than the last working week of each quarter) to the Management Representative on progress with the objective and its associated actin plan.

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2 PROCEDURE
Identifying Environmental Improvement Objectives

When setting Objectives for the company, the following are considered;

- Policy commitments
- Environmental aspects rated as *"significant"*
- Legal requirements or any licences/permits if they require improvement action.
- If there are shortcomings against legal or regulatory requirements, their resolution shall take the highest priority in the improvement programme.
- Aspects rated as 'significant' through lack of sufficient data
- Relevant views of any interested parties

Environmental Objectives and targets are to be defined and agreed by the management team. These are listed on Form E-OT1

Objectives must be;

- Clearly defined, measurable, realistic and demanding, but achievable, as well as being related to actual on-site conditions and situations.
- Timescales must be set for the achievement of the objective.

In general, objectives should therefore be set with a view towards achieving long-term improvements in performance.

Note; objectives may reasonably be a mixture of short term projects and longer term improvement actions.

The Management Representative (MR) must document the agreed objectives and targets which must be approved by the Managing Director see Environmental Management Programme form - Form EMP-1.

The form includes

* Details of the Objective including **Target Date(s)** (e.g. expected completion date)
* **Project Leader** (i.e. who is assigned to ensure that the objective is achieved.
* **Monitoring Procedures** (brief description of how progress will be tracked)
* **Action Plan** (broad outline of the necessary actions and timetable)
* Details of the progress towards achieving the objective

This information is to be updated as necessary by the Project Leader and reviewed by the MR, who is responsible for maintaining an overview of progress towards achievement of environmental objectives and for reporting to management reviews. Responsibility for achieving the objectives is that of the Project Leaders.

Note; if the Project Leader identifies that the objective/target is becoming or likely to become unachievable they must contact the MR who will assess the situation and in conjunction with top management, either provide further resources or amend the target.

Progress with programmes must be reviewed at least as part of every round of internal audits and management review, and ideally at quarterly interval by the MR.

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RECORDS

Each Environmental Management Programme Form (form EMP-1) is kept with the relevant supporting documents and individual progress reports are to be maintained by the Project Leader until the project is completed.

The MR is responsible for keeping the completed records in chronological order for a minimum period of 3 years.

4.4 Implementation and Operation

4.4.1 Resources, roles, responsibility and authority.

General Responsibilities

All staff are responsible for the implementation of the requirements of this environmental manual and specifically for implementing any environmental requirements detailed in the Environmental Operation Control procedures and emergency procedures. Responsibilities are defined within this manual and in operational controls and job descriptions.

Managing Director

a) To convene and chair Management Review meetings at the appropriate frequency

b) To ensure that realistic objectives and targets are set, and that they are consistent with the environmental policy and other business objectives.

c) To ensure that sufficient financial resources are available to fund the agreed environmental management programme

d) To ensure that processes are carried out with due regard to environmental best-practice.

Management Representative

The General Manager is the nominated Management Representative as defined in ISO14001. He may be supported in this role by internal and external competent resources.

Management Representative

The Management Representative has responsibility and authority for:

a) Ensuring that environmental management system requirements are established, implemented and maintained in accordance with the latest edition of ISO 14001

b) Reporting on the performance of the environmental management system to top management for review and as a basis for improvement, including an overview of progress with objectives.

c) Reviewing and updating the Register of Environmental Aspects & Impacts and the Register of Environmental Legal and other environmental requirements with the support of an external consultant as necessary.

d) Producing and maintaining the internal audit schedule

e) Receiving, documenting and responding to relevant communication with applicable regulatory bodies

Changes from previous noted on the front page.
To ensure this is the current version check with the Management Representative

Responsibilities of managers

a) To ensure that appropriate environmental training is provided to employees under their direct control

b) To provide timely information to the Management Representative on any situation, normal, abnormal or emergency that could have an adverse environmental impact

c) To ensure that any environmental requirements detailed in management system documented procedures are being adhered to at all times

d) To ensure that any additional operational controls required for the achievement of objectives and targets are being adhered to.

4.4.2 Competence, training and awareness.

1. Identification of environmental training needs and the provision of relevant internal and external training shall be performed. As a minimum this shall be part of Management Review.

2. As a minimum, all staff shall receive basic environmental awareness training. This shall include awareness of the company environmental policy and environmental objectives & targets.

3. Staff training shall specifically address any environmental requirements applicable to their normal place of work as detailed in the Environmental Operational Control procedure. The potential consequences of departure from these requirements shall be emphasised.

4. Personnel undertaking activities with critical environmental requirements or controls shall be trained to a level of competence commensurate with the significance of the relevant environmental impact.

5. The above requirements apply not only to employees but also to those directly contracted to work on our behalf.

6. Records relating to environmental training are maintained on a training matrix.

4.4.3 Communication

Internal Communication

Internal communication of environmental issues may be made at any time by cascading of relevant information arising from management meetings by internal e-mail, notice boards and briefings..

Environmental Incidents (including Near Misses) and Complaints

Environmental incidents and complaints shall be addressed through the corrective action system detailed in clause 4.5.3

External Communication

Incoming information or enquires relevant to the EMS shall be directed to the Management Representative for consideration and action.

Note; It is not company policy to actively publish information relating to the operation and performance of the environmental management system. If interested parties request such information, then consideration shall be given by the MR and MD to each and every request with a view to releasing the requested information.

Changes from previous noted on the front page.
To ensure this is the current version check with the Management Representative

4.4.4 Documentation

This requirement relates to producing documents to support the EMS. We meet this requirement by; producing this EMS Manual, associated procedures and the records which are generated.

The following controlled documentation exists, to support the environmental management system:

a)   ISO 14001 EMS Manual (This Document)

b)   Register of Environmental Aspects and Impacts (EA3)

c)   Register of Legal and other environmental requirements (L&O)

d)   Environmental objectives and targets

e)   Environmental operational control procedures (Appendix 1 to manual)

4.4.5 Control of Documents

Environmental documents shall be controlled as detailed below

Approval of EMS documents, and changes to them, is by the Management Representative.

A master list of EMS-related documents is maintained as part of the document register. This shows issue numbers and details of changes.

Superseded copies are held in archive.

Our master documents are held electronically, with one controlled hard copy held on the premises.

Controlled copies (ones which will always be kept up to date) of selected documents may be provided to staff, records of this and updates are managed by the MR.

No records are kept of the issue of 'uncontrolled documents (those which may be issued but not included in the update process) since they will not be subject to automatic update.

Environmental documents, including this EMS Manual and associated procedures shall be periodically reviewed as part of the Internal Audit and Management Review processes and updated as/if necessary.

External documents including standards are listed and controlled by checking external data bases to ensure, when necessary, that current issues are held for reference.

A list of external documents e.g. standards, codes of practice, shall be maintained.

4.4.6 Operational Control

Operational control in the workplace shall be achieved as detailed in Appendix 1 of this manual.

(Note; some operational controls are defined within the QMS.)

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4.4.7 Emergency Preparedness and response

<u>Potential Emergency Situations</u>

Potential emergency situations are identified through the process of identification and evaluation of environmental aspects & impacts (see 4.3.1 above).

An emergency information notice shall be displayed on notice-boards. The contents shall include fire and first-aid information and emergency contact telephone numbers.

Fire

The following controls are in place:

    a) Suitable and sufficient fire extinguishers at appropriate locations (periodically serviced and maintained)

    b) Suitable identified fire-exits and escape routes.

    c) Fire risk assessments

    d) Fire drills, fire and smoke detection, fire alarms and maintenance.

Spillage

The following controls are in place;

    a) Safe working practices

    b) Spillage control procedures and materials (See procedure in the dangerous goods procedures)

<u>Review of Emergency Preparedness and Response Procedures</u>

The above procedures shall be reviewed and, if necessary, revised following any environmental incident, accident or emergency situation or from the results of drills.

<u>Testing of Emergency Preparedness and Response Procedures</u>

Emergency procedures will be tested as required by regulations and at least once per year.

4.5 Checking

4.5.1 Monitoring and Measurement

There are no Consent Limits for effluent currently imposed by the Environment Agency, or Sewerage Undertakers at our premises. We have no trade effluent and no discharge other than domestic type sewage.

All results obtained as a result of monitoring and measurement activities shall be made available during the Management Review process. A formal evaluation of compliance with relevant environmental legislation and regulations is carried out together with a review of progress towards achievement of our objectives and targets.

The following shall be monitored and reported on an annual basis for Management Review:

a) Use of electricity, gas and water at our premises.

b) Quantity of general waste collected.

c) Quantity of waste collected for recycling.

d) Quantity of hazardous waste collected.

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4.5.2 Evaluation of Compliance

Evaluation of compliance with applicable legal and other environmental requirements shall be carried out and documented as part of the internal audit process and may take the form of a specific compliance audit, review of records, and internal audit outcomes.

This shall be carried out <u>at least annually</u> as shown on the internal audit schedule and covers all of the requirements noted in the register of legal and other environmental requirements.

The results are recorded on a marked up copy of the legal and other requirements register and reported to management review.

4.5.3 Non-conformity, corrective action, and preventive action.

Non-conformities in the EMS can be identified as; findings from internal and external audits, incidents, poor waste segregation, complaints etc.

Control of corrective and preventive action is through effective actions taken to resolve non-conformance investigations and complaints (recorded on non-conformance form)

Elimination of the root-cause of actual or potential problems shall be commensurate with the environmental impact encountered.

All non-conformities are recorded in a data-base in order to ensure they are tracked to timely completion.

Changes to documents, where required, shall be implemented and logged on the document register.

Emergency preparedness and response procedures shall be reviewed and updated as required.

4.5.4 Control of records

The following environmental records shall be controlled as detailed below (and retained for a minimum of three years from the date generated. No maximum retention times are stipulated. Sensitive records shall be shredded before disposal.

Records maintained include;

a)   Management Review Minutes

b)   Copies of waste transfer notes, consignment notes, Waste Carriers Licences and Waste Management Licences.

c)   Internal Audit Reports and annual audit schedules

d)   External Environmental Complaint Correspondence

e)   Non-conformance reports

f)   Local Authority Correspondence

g)   Sewerage Undertaker and other regulator correspondence

h)   External Audit Reports

i)   Training Records

j)   Aspects lists, legal register, objective and target records

Electronic records are backed up periodically and security copies maintained.
Sensitive documents shall be shredded before disposal.

4.5.5 Internal Audit.

The frequency of each internal audit shall be based on environmental significance and the results of previous audits (including third party audits). The schedule (Form IAS 1) shall ensure that all of the requirements of ISO 14001 and all areas of the business are subject to internal audit.

The audits shall be planned on the audit schedule which is produced by the management representative. Additional audits may be carried out as required.

At least once per year the schedule shall include a review of the 'Register of Legal and Other Environmental Requirements' including an <u>evaluation of compliance</u> with relevant environmental legal and other environmental requirements.

An auditor trained in auditing environmental management systems and not responsible for the process concerned, shall carry out the audits.

Reports of internal audits including details of observed non-conformances, shall be distributed to company management and all other internal interested parties. The audit report shall include; Name of auditor, details of audit scope, audit plan, audit trails, audit findings as non-conformances and observations. Any format which includes this minimum information is acceptable.

(Note; for the first environmental management system audit a *'to do list'* may be used in lieu of a Non-conformance forms since root cause analysis would not be a realistic option on a newly implemented system.)

4.6 Management Review.

Management Review of the environmental management system shall take place at least once a year. The Review shall be convened and chaired by the MR and attended by the MR and MD and others as required by the subject matter on the agenda. This review may be concurrent with the review of the QMS.

A record of the Management Review including actions, responsibilities and timescales shall be maintained in the form of minutes. A table is used to manage the agenda and minutes. (Form MR1).

The agenda shall include, but not be limited to:

a)   Matters arising from the previous review

b)   Environmental policy statement

c)   External third-party assessment reports (including status of any actions)

d)   Environmental internal audit reports (including status of any actions)

e)   Changes to the company or products/services

f)   Compliance with relevant environmental legislation and other environmental requirements

g)   New or proposed environmental legislation and regulations

h)   Register of environmental aspects and impacts including assessment of significance

i)   Progress towards achieving environmental objectives

j)   Setting of any new environmental objectives and targets

k)   Training needs

l)   Status of any corrective actions or preventive actions

m)   Improvement

n)   New products/services

o)   Communications from external interested parties (including complaints)

p)   Any other business