

GSS EMS Document Title: COMMUNICATION - Document No: 1

Date issued: 09.11.2009	Last revised: 16/08/2017	Revision No: 3
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ISO 14001 reference: 4.4.3, 4.4.6

Related Documents:

GSS EMS Document 12 –Maintenance Register Legislation
GSS EMS Document 8 - Training
GSS EMS Document 4 - Emergency response
GSS EMS Document 4 - Environmental Complaints
GSS EMS Document 5 – Site Management
GSS EMS Document 19 - Environmental Aspects and Impacts
GSS EMS Document 13 - Objectives and Targets
GSS EMS Document 14 - Management Programme

1. Purpose

- 1.1 To set out roles and responsibilities in connection with communications, both internal and external, with regards to the policy and practices of Green Skip Services Ltd's environmental management system (EMS).

2. Scope

- 2.1 Communicating with employees on environmental matters.
- 2.2 Communicating with external interested parties, including suppliers, and clients on environmental matters, including matters pertaining to environmental legislative compliance.
- 2.3 Receiving, documenting and responding to relevant communications from external interested parties.

3. Definitions

- 3.1 Regulatory body – The Malta Environment and Resources Authority (ERA) or any Local Authority which may have jurisdiction over particular environmental matters.

- 3.2 Official correspondence – any correspondence from Regulatory bodies or local authorities relating to environmental issues.
- 3.3 Interested party – individual or group concerned with or affected by the environmental performance of the company.
- 3.4 Formal environmental communications – the passage of information regarding the organization's policies, practices or position, on matters relating to the environment and the company's environmental management system, including compliance with environmental legislation.
- 3.5 Environmental complaint:
 - 3.5.1 A documented critical observation or query about Green Skip Services Ltd's environmental aspects, policy, management system or performance, from interested parties requesting a response or remedial action, or otherwise worthy of response.
 - 3.5.2 A complaint, verbal or otherwise, from an employee regarding environmental aspects and their management and to which the employee requires a resolution and/or which requires management consideration.
 - 3.5.3 A complaint, verbal or otherwise, from an employee regarding an internal air quality or temperature that is unacceptable for working in or that otherwise requires senior management consideration.

4. Responsibilities

- 4.1 The Managing Director is responsible for authorizing and maintaining a record of formal environmental communications and the responses.
- 4.2 The Managing Director or a nominated representative, is responsible for authorizing and maintaining a record of official correspondence relating to environmental policy and related issues.
- 4.3 The Managing Director or nominated representative is responsible for providing advice on content of communications and responses to official correspondence relating to the environment.
- 4.4 Site Supervisors are responsible for compiling information relating to progress towards environmental objectives and targets.
- 4.5 The Directors and Site Manager are responsible for ensuring that Green Skip Services Ltd's environmental policy and employee responsibilities under the

organization's environmental management system are communicated to employees within their line management function.

- 4.6 Nominated deputies are responsible for reporting relevant site-based environmental performance information to the Site Manager.
- 4.7 The Site Manager is responsible for ensuring prompt, accurate and satisfactory responses are delivered to regulatory correspondence and for reporting such events to the Directors.
- 4.8 It is the responsibility of all employees to ensure that appropriate mechanisms are used to communicate with site visitors on issues relating to Green Skip Services Ltd's environmental policy and management system.
- 4.9 It is the responsibility of all employees to communicate issues affecting the Company's environmental policy, or the performance of the environmental management system, to the Site Manager or the Directors.

5. Procedure

- 5.1 All formal environmental communications must be authorized.
- 5.2 Appropriate advice will be sought on the content and dissemination of all formal environmental communications.
- 5.3 Consideration will be given to the environmental attributes of the communication media. The use of paper for internal and external communications will be minimized in favour of the use of electronic media and the worldwide web.
- 5.4 All means of communication of relevant environmental information to employees and external parties shall be used, including but not limited to:
 - notice boards
 - employee handbooks
 - workshops, seminars and other training events • worldwide web and other electronic media
 - informal discussions.
- 5.5 Where information for dissemination becomes available to the Site Manager, it shall be communicated to employees at the next available site/team briefing or meeting.

- 5.6 Where employees have a particular requirement for improving their environmental awareness due to the nature of their activities, suitable workshops will be organised.
- 5.7 Any employee working on Green Skip Services Ltd's site/client sites will be made aware of the organisation's environmental policy, relevant procedures and the standards of care with regards to the environmental protection expected under the Environmental Management System, before any work commences.
- 5.8 All correspondence from regulatory authorities relating to suspected environmental offences will be treated as a complaint and prioritised for urgent action, in accordance with the relevant procedure. In all cases, the Managing Director will be informed immediately and action will be taken within 24 hours, or as soon as is reasonably practicable.
- 5.9 The Managing Director, or nominated representative, will be informed of all relevant communications from external interested parties. Where necessary, a response will be made within 28 days, or within the specified timescale, by the initial addressee if possible.
- 5.10 External interested parties will be periodically informed of developments in the environmental management system.
- 5.11 Correspondence falling into the category of a complaint or incident will be dealt with in accordance with the requirements of both this procedure and the procedure for Environmental Complaints.
- 5.12 Site Supervisors will retain records of all correspondence received and distributed to regulatory authorities for a period of five years.
- 5.13 A written summary of progress towards environmental objectives and targets will be compiled and disseminated by the Managing Director on a regular basis.

6. Further References

None

7. Record Forms

None.

GSS EMS Document Title: EMERGENCY RESPONSE - Document No: 2

Date issued: 09.11.2009	Last revised: 16/08/2017	Revision No: 5
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ISO 14001 reference: 4.4.6, 4.4.7

Related Documents:

GSS EMS Document 12 - Legislation Register Maintenance
GSS EMS Document 18 - EMS Audit
GSS EMS Document 1 - Communications
GSS EMS Document 8 - Training
GSS EMS Document 10 - Waste Management
GSS EMS Document 11 - Water Management
GSS EMS Document 4 - Environmental Complaints

1. Purpose

- 1.1 To set out roles and responsibilities in connection with implementation of the Company's response to an environmental incident.
- 1.2 To provide guidance on actions to be taken in response to an environmental incident.

2. Scope

- 2.1 All activities of Green Skip Services Ltd conducted at its office locations and client work sites.

3. Definitions

- 3.1 Harmful substance – a substance either prohibited from being emitted / discharged to a receiving medium (atmosphere, ground or water) or a substance released in sufficient quantities to cause environmental pollution or damage.
- 3.2 Environmental incident – the release, either accidental or malicious, of a harmful substance, for example:
- chemical or oil spillage
 - accidental release of a harmful chemical to atmosphere

- accidental release of a harmful substance to the sewerage system
- accidental release of a harmful substance to the aquifer.

- 3.3 Major incident – an incident requiring the involvement of a regulatory authority due to the volume or toxicity of the harmful substance released.
- 3.4 Minor incident – an incident not requiring the involvement of a regulatory authority.

4. Responsibilities

- 4.1 It is the ultimate responsibility of the Managing Directors to ensure sufficient and appropriate measures are adopted and employed throughout the organisation to prevent the occurrence, and/or mitigate the effects, of environmental incidents.
- 4.2 The Site Manager or nominated representatives, are responsible for coordinating the response to an environmental incident.
- 4.3 It is the responsibility of all persons to ensure that they comply with the provisions of this procedure so far as they relate to matters within their control.
- 4.4 It is the responsibility of the Site Manager to ensure that the nominated representatives who may be called upon to respond to an environmental incident have had appropriate training and instruction.
- 4.5 It is the responsibility of Site Manager to ensure that any necessary spill kits are available on site.

5. Procedure

- 5.1 A suspected or detected environmental incident will be immediately reported to the Site Manager.
- 5.2 The Site Manager, or nominated representative, will take all reasonable measures to ensure that any release is contained within the site boundary and that harm to human health and the environment is minimised, both within and beyond the site boundary.
- 5.3 In the event of an incident occurring, the Site Manager, or nominated representative, will take all reasonable measures to ensure that any environmental damage is appropriately remedied.
- 5.4 Wherever spill kits or other materials have become contaminated due to their use in an environmental incident, they will be disposed of in accordance with relevant waste regulations.

- 5.5 The Site Manager, or nominated representative, will, with appropriate advice where necessary, determine whether the incident is 'major' or 'minor'. All incidents requiring action beyond site boundaries will be classified as 'major'.
- 5.6 All 'major' incidents will be immediately reported to the Managing Director.
- 5.7 All major incidents will be reported to the relevant regulatory authority in compliance with the appropriate procedure, as soon as is reasonably practicable.
- 5.8 All contractors working on Green Skip Services Ltd's own and client sites will be made aware of the contents of this procedure and be required to comply with its provisions.
- 5.9 Following an environmental incident an Environmental Complaint/Incident Log Sheet will be completed by the Site Manager, or nominated representative, and returned to the Managing Director, within one working day.
- 5.10 The Managing Director will ensure an Environmental Complaint/Incident Action Form is completed within 28 days.

6. Further References

None.

7. Record Forms

Environmental Complaints/Incident Log Sheet (see GSS EMS Document No. 4).

Environmental Complaint/Incident Action Form (see GSS EMS Document No.4).

GSS EMS Document Title: ENERGY MANAGEMENT (ON SITE) Document No: 3

First issued: 09.11.2009	Last revised: 18/08/2017	Revision No: 3
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ISO 14001 reference: 4.4.6

Related Documents:

GSS EMS Document 12 – Maintenance Register Legislation and other Requirements
GSS EMS Document 6 - Purchasing
GSS EMS Document 10 - Waste Management
GSS EMS Document 9 - Transport and Travel
GSS EMS Document 11 - Water Management

1. Purpose

- 1.1 To provide an overview of the responsibilities relating to the provision and use of energy services and the management of energy consumption.

2. Scope

- 2.1 Energy consumed Green Skip Services Ltd premises. It does NOT incorporate energy consumed during travel or transport.
- 2.2 All activities aimed at ensuring the efficient supply, delivery and end-use of energy services.

3. Definitions

- 3.1 Energy Services - fossil fuels and electricity used on sites, the systems and equipment by which they are delivered and the associated end uses.
- 3.2 Essential equipment – equipment that is required to be left permanently switched on for reasons of security, health and safety or communications.
- 3.3 Recording – documenting dated meter readings with identification of the individual taking the reading.
- 3.4 Monitoring – analysing the meter readings, calculating the consumptions, and identifying and accounting for consumption trends (e.g. increases, decreases, large, gradual, etc.).

- 3.5 Reviewing – comparing actual consumption against targets and taking appropriate subsequent actions.

4. Responsibilities

4.1 Site Manager responsibilities:

- 4.1.1 Facilitating compliance with the general requirements of the procedure.
 - 4.1.2 Pursuing the achievement of agreed consumption targets.
 - 4.1.3 Ensuring site management adequately reflects the requirements of this procedure.
 - 4.1.4 Establishing, maintaining and disseminating a register of essential equipment.
 - 4.1.5 Arranging periodic walk-through surveys and documenting the findings. Assessing the need for any remedial actions and reporting any actions taken to Managing Director.
 - 4.1.6 Ensuring timers and automatic controllers are functioning and maintained accordingly.
 - 4.1.7 Ensuring meter readings are taken and recorded.
 - 4.1.8 Reporting Quarterly energy consumption to the Managing Directors.
 - 4.1.9 Monitoring energy consumption and accounting for consumption trends and for their reporting to the Managing Directors.
 - 4.1.10 Identifying and implementing appropriate corrective and remedial actions if targets are not being met.
- 4.2 The Managing Directors are responsible of reviewing actual consumption data against targets, and for reporting progress.
- 4.3 The Managing Directors are responsible for obtaining awareness material and for providing advice to Site Manager as necessary.
- 4.4 All employees are responsible for implementing “good housekeeping” measures and for reporting incidences of energy wastage.
- 4.5 It is the responsibility of all employees to comply with the provisions of this procedure so far as they relate to matters within their control.

5. Procedure

5.1 Energy Conservation

5.1.1 All employees will take reasonable measures to conserve energy.

5.1.2 Energy efficiency measures shall be employed to minimise energy consumption and emissions to atmosphere, where appropriate. Such measures will include:

- good housekeeping measures such as switching off unnecessary lights, PCs and other office equipment, wherever practical and possible.
- vigilant control of heating, lighting, air conditioning and other equipment where practical
- Good housekeeping measures insofar as starting/stopping of generator for on-site generation of electricity.

5.1.3 All plant and equipment (including domestic appliances in staff kitchen, and IT equipment) shall be selected (in accordance with the procedure on “Green” purchasing) and maintained for energy efficient operation.

5.1.4 Full use shall be made of energy-saving modes of operation.

5.1.5 Appropriate notices will be displayed throughout buildings to remind all users to conserve energy.

5.2 Essential equipment

5.2.1 A register of essential equipment will be established, maintained and disseminated for information, as appropriate. The register will be reviewed and updated as appropriate at least annually.

5.2.2 All non-essential equipment will be switched-off at or by the end of the working day.

5.3 Energy management

5.3.1 Walk-through surveys will be conducted at random to review site energy management practices and procedural compliance. The survey will include :

- the correct operation and settings of timers, sensors and automatic controllers
- lights are turned off in unoccupied rooms
- PCs (including monitors) not being used have been switched off.

- 5.3.2 The findings of the survey shall be documented in all cases and retained for inspection. The need for remedial actions shall be assessed and reported, within one week, as necessary.
- 5.3.3 Incidences or identified practices that cause energy wastage will be reported to the Site Manager as soon as possible.
- 5.3.4 Full energy audits shall be conducted every three to five years at the site to identify, quantify and prioritise opportunities for improving energy efficiency.
- 5.3.5 Heating, ventilation and air conditioning systems shall be controlled, to maintain comfortable working conditions, while complying with energy efficiency good practice.
- 5.3.6 Settings for all automatic timers will be maintained and documented. The settings should be reviewed on a regular basis, at least bi-annually, and any changes recorded.

5.4 Monitoring

- 5.4.1.1 Energy consumption based on actual meter readings will be recorded on a monthly basis, using an appropriate log sheet (see example attached). The date that the reading was taken, the units of measurement, meter factors and calculated weekly consumption will be indicated on the log sheet. The log sheet will be retained and filed.
- 5.4.1.2 Energy generated on-site shall be logged through an appropriate log sheet (see example attached). This shall include the date, start time and stop time of generator operation and volume, if any, of fuel added.
- 5.4.2 All log sheets and related records should be retained on-site for a period of five years. All records should be retrievable within five working days.
- 5.4.3 Site-based energy consumption data will be reported on a monthly basis, as part of the monthly EMS site report.
- 5.4.4 Site based energy consumption will be monitored at least quarterly, and preferably monthly, for deviations from the targets and for sudden changes. Any significant changes in consumption or deviation from the target will be investigated, accounted for and reported. (e.g generator problems, air-conditioning system malfunction) Remedial actions will be implemented as appropriate.
- 5.4.5 Quarterly reports on progress against energy targets will be submitted to the Managing Director.

6. Further References

Action Energy - <http://www.thecarbontrust.co.uk/energy/pages/home.asp>

7. Record Forms

Energy consumption log sheet.

Generator operation/consumption log sheet.

SAMPLE ENERGY CONSUMPTION LOGSHEET – COMPLETE ALL COLUMNS

Meter N°./Ref (taken from meter)	Date of reading	Meter reading (include all digits on meter)	Units of measurement (taken from meter)	Consumption (current – previous reading)	Signed
<u>ELECTRICITY</u>					
<u>OTHER</u> (detail)					

SAMPLE GENERATOR OPERATION/CONSUMPTION LOGSHEET – COMPLETE ALL COLUMNS

Date	Time On	Time Off	Litres of Diesel added (if any)	Total Operation Time	Signed

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<p>Green Skip Services Ltd Environmental Management System</p>	
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<p>Green Skip Services Ltd Environmental Management System</p>	
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GSS EMS Document Title: Environmental Complaints		Document No: 4
Date issued: 09.11.2009	Last revised: 17/07/2017	Revision No: 5
ISO 14001 reference: 4.4.3. 4.4.6		
Related documents: GSS EMS Document12 – Maintenance Register Legislation and Other Requirements GSS EMS Document 17 – EMS Audit GSS EMS Document 1 – Communications GSS EMS Document 8 - Training GSS EMS Document 10 - Waste Management GSS EMS Document 9 - Transport and Travel Document 2 - Emergency response		

1. Purpose

- 1.1 To define the process for recording and responding to environmental complaints received by Green Skip Services Ltd.

2. Scope

- 2.1 This procedure covers all formal environmental complaints relating to the activities, products and services of Green Skip Services Ltd.

3. Definitions

- 3.1 Environmental complaint:

- 3.1.1 A documented critical observation or query about the Company's environmental aspects, policy, management system or performance, from interested parties requesting a response or remedial action, or otherwise worthy of response.

- 3.1.2 A complaint, verbal or otherwise, from an employee regarding environmental aspects and their management and to which the employee requires a resolution and/or which requires senior management consideration.

4. Responsibilities

- 4.1 The initial recipient of a complaint is responsible for determining whether the complaint qualifies for action under the provisions of this procedure, in association with the complainant. In all cases, complaints will be referred to the Managing Directors.
- 4.2 The Managing Directors are responsible for maintaining a register of environmental complaints and complaint referrals.
- 4.3 The Managing Directors, or a nominated representative, are ultimately responsible for ensuring appropriate actions are taken to investigate all environmental complaints documented in accordance with this procedure, and that where necessary, communications are held with the relevant interested parties (in compliance with the appropriate procedure).
- 4.4 The Site Manager is responsible for ensuring that environmental complaints, which relate to his area of responsibility, are investigated and the results of investigations forwarded to the Managing Directors.
- 4.5 All employees are responsible for contributing to the planned resolution of complaints, in so far as they relate to matters within their control.

5. Procedure

- 5.1 All environmental complaints will be reported and recorded on an Environmental Complaint and Incident Log Sheet (see attached sheet).
- 5.2 The complainant will be informed of the actions being taken as a consequence of the complaint, within 21 days of the complaint first being received.
- 5.3 A copy of a completed log sheet will be forwarded to the Managing Directors, or nominated representative, within seven working days of the initial receipt of the complaint.
- 5.4 The Managing Directors or nominated representative will confirm receipt of the log sheet and maintain a record of the complaint.

- 5.5 For each recorded complaint, a corresponding Environmental Complaint and Incident Action Form (see attached sheet) will be completed by the Site Manger/Supervisor, as appropriate.
- 5.6 The completed action form will be returned to the Managing Director within 28 days, together with a copy of the original complaint correspondence.
- 5.7 Persistent or unresolved and repeated complaints will be referred to the Managing Directors in accordance with the provisions of this procedure.

6. Further References

None.

7. Record Forms

Environmental Complaint and Incident Log Sheet

Environmental Complaint and Incident Action Form

Environmental Complaint and Incident Log sheet

Reference:	Date received:
Complainant/Site details	
Name:	
Address:	
Details of complaint/incident	
Form completed by	
Name:	Job title:
Department:	
Action required by and details of complaint/incident therefore passed to	
Name:	
Position:	
Department:	
Site:	
Date:	
Resolution and completed action form to be sent on (within 28 days):	

Environmental Complaint and Incident Action Form

Complaint/Incident Reference No:		Date received:
Complaint Details		
Activities or operations causing the complaint/incident		
Solution/Remedial Actions		
Remedial actions required/proposed		
Target date for completion of remedial actions:		
Date response (to be) sent to complainant:		
Additional information		
Form completed by		
Name:	Position:	
Department:		
Site:	Date:	

PLEASE RETURN TO MANAGING DIRECTORS Tel: 21 422010

GSS EMS Document Title: Site Management		Document No: 5
Date issued: 09.11.2009	Last revised: 16/08/2017	Revision No: 6
ISO 14001 reference: 4.4.6		
Related documents: GSS EMS Doc 12 - Maintenance of Register of Legislation GSS EMS Document 1 - Communications GSS EMS Document 7 - Resources/Consumables		

1. Purpose

- 1.1 To set out the requirements relating to the general management of operational sites in meeting the aims of Green Skip Services Ltd's Environmental Policy.

2. Scope

- 2.1 This scope of this procedure covers all sites, both indoors and outdoors, under the management control of Green Skip Services Ltd.

3. Definitions

- 3.1 Site /operational site– means all internal and external areas occupied or controlled by Green Skip Services Ltd. This includes designated working areas assigned specifically and solely to Green Skip Services Ltd at client locations.

4. Responsibilities

- 4.1 A nominated Director of Green Skip Services Ltd will have ultimate responsibility for the management of sites.
- 4.2 It is the Site Manager's responsibility to ensure that this procedure is implemented and enforced across all sites.
- 4.3 It is the responsibility of all persons to comply with this procedure in so far as it is related to areas under their control or influence.

5. Procedure

- 5.1 Green Skip Services Ltd's sites will be managed in an environmentally responsible manner, ensuring that the buildings, land, plant or activities do not adversely impact the local environment.
- 5.2 Actions will be taken to minimise and mitigate any potentially adverse impact on the environment (e.g. from contaminated material, air emissions, etc.).
- 5.3 The wildlife of the local environment will be protected from direct impact from the company's activities. The company will ensure that all pests and vermin are controlled on its sites.
- 5.4 The storage and use of hazardous substances on site will be strictly controlled and monitored. All stores containing hazardous substances will be compliant with specifications as required for their use. All substances will be removed at the earliest opportunity in compliance with the relevant legislative requirements.
- 5.5 Smoking will only be permitted in designated areas, in accordance with the relevant policy.
- 5.6 All sites will be kept clear insofar as possible.
- 5.7 Best Practice principals relating to site management will be adopted, where practicable.
- 5.8 Environmental considerations will be incorporated into new design projects e.g. new premises/plant and into any company strategy.

6. Further References

None.

7. Record Forms

None.

GSS EMS Document Title: Purchasing		Document No: 6
Date issued: 09.11.2009	Last revised: 16/08/2017	Revision No: 3
ISO 14001 reference: 4.4.6		
Related procedures: Document 17 - EMS Audit Document 7 - Resource/Consumables Use Document 9 - Transport and Travel Document 3 – Energy Management Document 11 – Water Management		

1. Purpose

- 1.1 The purpose of this procedure is to provide an overview of purchasing requirements to ensure compliance with Green Skip Services Ltd's environmental policy and management system.

2. Scope

- 2.1 This procedure covers all types of purchasing of both goods and services.

3. Definitions

- 3.1 EMS – Environmental Management System
- 3.2 Environmentally preferable products or services – those products and services that are less harmful to human health and the environment when compared with competing products that serve the same purpose.
- 3.3 Vendor qualification criteria - the skills, experience and operating standards required of vendors.
- 3.4 Specification criteria - the particular requirements to be specified for any product.

4. Responsibilities

- 4.1 It is the responsibility of the Managing Directors to ensure that all procurement activities are conducted in accordance with Green Skip Services Ltd's EMS.

- 4.2 It is the responsibility of the employee managing the purchase to ensure that environmental criteria are applied in selecting goods or services.
- 4.3 It is the responsibility of the Managing Directors, or nominated representative, to provide advice as requested.
- 4.4 It is the responsibility of all persons to ensure that they comply with the provisions of this procedure in so far as they relate to matters within their control.

5. Procedure

5.1 Specification

Where they are relevant to the function of the product or delivery of the service, appropriate environmental criteria will be included in all specifications for products and services. The inclusion of environmental criteria in choosing suppliers will be communicated to all potential vendors/suppliers.

- 5.1.1 Where applicable a copy of the Company Environmental Policy will be made available to suppliers.
- 5.1.2 Where relevant, use will be made of environmental labels or eco-labels to guide the preparation of specifications incorporating environmental criteria.
- 5.1.3 Sufficient weight must be given to the environmental criteria to enable the Managing Directors to be satisfied that products purchased, whether for internal use or resale, will not undermine Green Skip Services Ltd's environmental policy, management system or performance.
- 5.1.4 On satisfaction of the above condition and **all else being equal**, the following hierarchy should be used (in order of preference) to guide selection of Suppliers:
 - the Supplier has a third-party certified environmental management system
 - the Supplier operates under an uncertified environmental management system
 - the Supplier has an environmental policy and operational procedures/working instructions but no formal environmental management system

- the Supplier has no formal environmental policy but is committed to supporting the company's environmental policy and management system.

5.5 Purchasing

- 5.5.1 All purchases will be made in accordance with the environmental policy.
- 5.5.2 Where they have been identified, environmentally preferable products or services will be purchased whenever they offer value for money.
- 5.5.3 Consideration will be given to the preferential purchase of recycled products (e.g. recycled paper, recycled toner cartridges, recycled oil, etc.) and to the most energy efficient products.
- 5.5.4 The company's supply chain will be periodically surveyed for its environmental engagement.
- 5.5.5 Purchasing procedures will be developed and amended as appropriate to specify both 'green' products and 'green' suppliers.
- 5.5.6 Material published or printed will be, where possible, amenable to recycling (i.e. does not contain plasticised finishes).

6. Record Forms

None.

GSS EMS Document: Resource/Consumables Use		Document No: 7
Date issued: 09.11.2009	Last revised: 16/08/2017	Revision No: 4
ISO 14001 reference: 4.4.6		
Related documents: GSS EMS Doc 12 - Maintenance of Register of Applicable Legislation and Other Requirements GSS EMS Document 8 - Training GSS EMS Document 6 - Purchasing in-house GSS EMS Document 10 - Waste Management GSS EMS Document 5 – Site Management		

1. Purpose

- 1.1 To provide an overview of the responsibilities and practices relating to the use of resources and consumables used by Green Skip Services Ltd.

2. Scope

- 2.1 This procedure covers the requirement to ensure that resources and consumables, additional to utilities, are used in a responsible manner to minimise the environmental impact.

3. Definitions

- 3.1 Resources - assets of all kinds employed during the activities of Green Skip Services Ltd.
- 3.2 Consumables - disposable items that are likely to be replaced on a frequent basis.
- 3.3 Environmentally preferable products – products that are less harmful to human health and the environment when compared with competing products that serve the same purpose.

4. Responsibilities

- 4.1 The Managing Director is responsible for providing guidance on environmentally preferable products.

- 4.2 The Site Manager is responsible for ensuring that instructions to comply with this procedure are issued to all staff and that checks and reviews are maintained and documented.
- 4.3 The Office Manager is responsible for monitoring and reporting consumption of paper and toner cartridges to the Managing Director.
- 4.4 The Site Manager is responsible for the management of cleaning equipment and materials.
- 4.5 The Managing Directors are responsible for the delegation of overall management of IT and related equipment.
- 4.6 The Managing Director are responsible for collating monthly paper data and for maintaining records.
- 4.7 It is the responsibility of all persons to ensure that they comply with the provisions of this procedure in so far as they relate to matters within their control.

5. Procedure

- 5.1 Appropriate resources will be provided for the required tasks to allow efficient operation with minimum wastage.
- 5.2 Use of cleaning equipment, materials and other equipment will be restricted to authorised users, and clear instructions will be given in correct and efficient use.
- 5.3 All equipment will be configured to make full use of power-saver modes whenever appropriate and switched off when not in use.
- 5.4 The purchase and use of cleaning chemicals will be minimized.
- 5.5 The use of plastic containers containing cleaning fluids will be minimised and any requisition should consider whether a larger container would be more appropriate and could avoid the use needless packaging.
- 5.6 Environmental effects should be considered when purchasing all materials and consideration should be given to products that will carry out the job as effectively without damage to the environment.
- 5.7 Recycled paper products are to be used in favour of the use of any any other paper products.

- 5.8 Electrical consumption of machines will be considered when purchasing cleaning equipment and whole of life costs considered for all cleaning equipment.
- 5.9 The use of paper for internal and external communications will be minimised in favour of the use of electronic media and the worldwide web.
- 5.10 To reduce the impact of paper usage, double-sided photocopying printing will be adopted whenever possible and practical.
- 5.11 Paper with a recycled content will be utilised, wherever practical.
- 5.12 The quantity of paper consumed and ordered will be recorded monthly.
- 5.13 The number of toner cartridges consumed and ordered will be recorded monthly. Print Cartridges will be refilled or sent for recycling.
- 5.14 Non-confidential paper waste will be re-used for scrap or otherwise recycled, wherever practical. Confidential paper waste will be shredded prior to disposal.
- 5.15 Stationery products with a recycled content, including paper and toner cartridges, will be used wherever possible, in accordance with the procedure on in-house purchasing.
- 5.16 Items that cannot be re-used, recycled or have become surplus to requirements shall be classified accordingly and dealt with in line with the waste management procedure.
- 5.17 All resources and consumables shall be suitably protected, stored and maintained to minimise wastage and the potential for corrosion, leakage or other causes of uncontrolled releases.
- 5.18 Where batteries are essential, preference will be given to rechargeable batteries (e.g. nickel metal hydride NiMH). Batteries containing mercury (in excess of 0.0005% by weight) will not be used, and those containing other environmentally hazardous materials (e.g. lead, cadmium) should be avoided.
- 5.19 Spent batteries should be recycled.

6. Further References

7. Record Forms

None.

Annex A Purchasing policy

1. Overall aim

This policy describes how equipment and consumables will be purchased and allocated to staff working in Green Skip Services Ltd sites. It supports the Company's environmental policy and environmental purchasing policy.

The aim of this policy is to ensure that all staff have sufficient access to equipment and consumables whilst ensuring that the total is kept to a minimum to ensure resource efficiency and compliance with the Company's existing policies, procedures and targets (e.g. to reduce electricity, chemical and paper consumption).

2. The policy

- All cleaning equipment and machinery will be purchased based upon sound environmental principles and whole life costings
- All machines are a shared resource.
- Recycled paper products are to be favoured and will be purchased based upon sound environmental principles and whole life costings.
- Double-sided printing will be used whenever practical.
- Where appropriate recycled printer cartridges and printers that take recycled printer cartridges will be purchased.
- All printer cartridges are to be recycled.

3. Implementation

The Managing Directors will implement the policy, in consultation with the Site and Office Managers where relevant.

4. Evaluation and review

The policy will be periodically reviewed to ensure it is dealing with the issues it was designed to address.

5. Distribution

The policy will be distributed/made known to all staff.

GSS EMS Document Title: Training		Document No: 8
Date issued: 09.11.2009	Last revised: 17/08/2017	Revision No: 6
ISO 14001 reference: 4.4.2, 4.4.6		
Related Documents: GSS EMS Doc 12 - Maintenance of Register of Applicable Legislation and Other Requirements GSS EMS Document 17 – Internal EMS Audit GSS EMS Document 7 - Resources/Consumables Use GSS EMS Document 1 - Communications GSS EMS Document 2 - Emergency response GSS EMS Document 4 - Environmental Complaints		

1. Purpose

- 1.1 This procedure covers the identification of environmental training needs, the provision of training and maintenance of records for person(s) working for, or on behalf of, Green Skip Services Ltd.

2. Scope

- 2.1 This procedure covers the requirement to provide appropriate environmental training for all the Company's employees, as well as those persons working on behalf of the Company.
- 2.2 It covers the provision of two types of training - 'competency' and 'awareness'.

3. Definitions

- 3.1 Training needs – a gap in the skill, knowledge or behaviour required to reach a given standard
- 3.2 Training plan – the programme of activities designed to satisfy the training needs
- 3.3 Training record – the means by which completed training needs are recorded.
- 3.4 Competency training – the training of employees to enable them to fulfil their duties in a competent manner and consistent with the aims of the environmental policy and management system.

- 3.5 Awareness training – raising the environmental awareness of employees to increase their understanding of environmental issues and the relevance of those issues to Green Skip Services Ltd's activities, products and services.

4. Responsibilities

- 4.1 The Managing Directors working with the Site Manager, are responsible for the identification of training needs of the Company.
- 4.2 The Site Manager is responsible for reporting any highlighted training needs and ensuring that personnel under his control are appropriately trained to complete their tasks.
- 4.3 The Managing Directors, together with external advisors as and when appropriate, are responsible for the development and implementation of an environmental training plan, as appropriate.
- 4.4 It is the responsibility of all employees to notify the Site Manager if they need specific environmental training that has not been provided as part of a corporate programme, or been previously identified.
- 4.5 It is the responsibility of all employees to ensure that they comply with the provisions of this policy in so far as they relate to matters within their control.

5. Procedure

- 5.1 All members of staff will receive periodic environmental awareness training, in an appropriate format according to their role and department.
- 5.2 Key personnel will receive additional competency training to enable them to fulfil their specific duties in a competent manner.
- 5.3 Refresher courses, particularly for the Site Manager, key personnel and nominated representatives with responsibility for management and record keeping in accordance with the EMS, will be provided as appropriate.
- 5.4 The training requirements of all employees will be assessed regularly in accordance with wider organisational policy, the results of internal audits and the management review process.
- 5.5 All new recruits will receive appropriate information about the Company's environmental policy and management system and their duties as employees.
- 5.6 All persons working on behalf of the Green Skip Services Ltd will receive environmental awareness and competency training, as appropriate to their role and responsibilities.

- 5.7 Environmental training will be provided to make persons working for, or on behalf of, the Company aware of:
- 5.7.1 the importance of conformance with the environmental policy and procedures and with the requirements of the environmental management system;
 - 5.7.2 the significant environmental impacts, actual or potential, of their work activities and the environmental benefits of improved personal performance;
 - 5.7.3 their roles and responsibilities in achieving conformance with the environmental policy and procedures and with the requirements of the Environmental Management System, including emergency preparedness and response requirements;
 - 5.7.4 the potential consequences of departure from specified operation procedures.
- 5.8 At the conclusion of all training, a Training Attendance List should be completed and signed. Training Attendance Lists will be completed for all in-house courses and are available on request.
- 5.9 The information from the completed Training Attendance Records is added to the training history of the individual employee.

6. Further References

None

7. Record Forms

None.

GSS EMS Document Title: Transport and Travel		Document No: 9
First issued: 09.11.2009	Last revised: 17/08/2017	Revision No: 3
ISO 14001 reference: 4.4.6		
Related Documents: GSS EMS Doc 12 - Maintenance of Register of Applicable Legislation and Other Requirements GSS EMS Document 6 - Purchasing GSS EMS Document 3 - Energy Management GSS EMS Document 4 - Environmental Complaints		

1. Purpose

- 1.1 The purpose of this procedure is to describe the measures involved in the reduction of pollution and natural resource depletion from transport and travel activities of Green Skip Services Ltd.

2. Scope

- 2.1 This procedure relates to business travel, Green Skip Services Ltd vehicles: trucks, vans and cars and deliveries to client sites.

3. Definitions

- 3.1 Travel Plan – a set of measures tailored to suit the individual circumstances of different locations, but with the common aim of reducing the impacts of transport activity *during work*.
- 3.2 Suppliers – organisations or companies who provide a service or product for use by Green Skip Services Ltd and its employees.
- 3.3 Prospective vehicle list – list of motor vehicles for which a Director or employee obtains a cost quote for the purchase of a company vehicle.
- 3.4 Delivery episode – the occurrence of a delivery to a client site.
- 3.5 Removal episode – the occurrence of removal of a bin or skip from a client site.
- 3.6 Business miles – authorised travel by motor vehicle on company business, through use of owned, or personal motor vehicles.

4. Responsibilities

- 4.1 The Managing Directors, and/or Operations Manager, have overall responsibility for the development and implementation of a Travel Plan.
- 4.2 The Office Manager is responsible for assembling relevant travel data (e.g. business miles travelled).
- 4.3 The Managing Directors or nominated representative, have overall responsibility for ensuring that logistics for all deliveries/pickups ensure maximum effectiveness for miles travelled.
- 4.6 All persons being visited are responsible for ensuring all visitors are signed in, indicating where applicable, vehicle use.
- 4.7 All employees have a responsibility to comply with the relevant parts of this procedure.
- 4.8 All employees are responsible for promptly submitting their travel expenses.
- 4.9 The Managing Director, or nominated representative, is responsible for reviewing the effectiveness of this procedure and for reviewing existing and new Company policies to determine travel impacts that may arise and the implications of these in terms of the objectives and targets of the Company's Travel Plan.

5. Procedure

- 5.1 The travelling of all company vehicles in the carrying out of business activities will be tailored on a daily basis to ensure maximum effectiveness. This includes the carrying of multiple skips by drivers qualified to do so to avoid repeat journeys to the same client location, or different client locations which might be on the same route and the forward planning to avoid the need to return to the Site for empty skips.
- 5.2 A policy on business travel will be maintained.
- 5.3 Employees will be made aware of the environmental impacts of various modes of travel.
- 5.4 Available data on business mileage by vehicle will be collated for analysis and reporting on a regular basis.
- 5.5 The average combined cycle fuel consumption of the company vehicle fleet will be assessed on a half-yearly basis, if data is readily available.
- 5.6 Suppliers will be informed of the Green Skip Services Ltd's commitment to a Travel Plan, where appropriate.

- 5.7 Welfare facilities (such as lockers, showers, changing rooms, etc.) will be provided, where possible, so as to encourage cycling and walking to work.
- 5.8 Each delivery to and pickup from client sites will be recorded
- 5.9 Vehicle-sharing will be promoted and monitored.
- 5.10 Revisions to existing Company policies, and new policies that are introduced, should be reviewed to determine travel impacts that may arise and the implications of these in terms of the objectives and targets of the company's Travel Plan.

6. Further References

None

7. Record Forms

None.

GSS EMS Document Title: Waste Management		Document No: 10
Date issued: 09.11.2009	Last revised: 16/08/2017	Revision No: 8
ISO 14001 reference: 4.4.6		
Related Documents: GSS EMS Document 7 - Consumables/Resource Use GSS EMS Doc 12 - Maintenance of Register of Applicable Legislation and Other Requirements GSS EMS Document 3 - Energy Management GSS EMS Document 2 – Emergency Response		

1. Purpose

- 1.1 To define the processes by which waste is managed by Green Skip Services Ltd.

2. Scope

- 2.1 This procedure relates to the production, handling, keeping, safe storage, transport, collection and disposal of all waste generated BY Green Skip Services Ltd's office and vehicle/bin/skip servicing departments, as well as Client Waste brought on-site for processing/temporary storage/export.

- 2.2 Waste types covered include:

2.2.1 Waste Generated by Company

- waste arising from cleaning processes
- redundant cleaning products
- office waste
- redundant product samples
- spent bulbs
- batteries
- redundant machinery/equipment
- staff kitchen waste
- waste from other maintenance activities
- toner cartridges
- redundant safety equipment
- redundant cleaning equipment
- redundant IT equipment

2.2.2 Waste Generated by Clients

This includes all waste which due to its nature (recyclable, hazardous etc) cannot be immediately disposed of through quarrying, landfilling or incineration and requires an interim storage period at the facility. All hazardous material temporarily stored on-site remains the property and ultimate responsibility of the Client (its generator) until it is certified treated or destroyed, depending on type of waste.

3. Definitions

- 3.1 Household wastes - wastes from a domestic property, caravan, residential home, educational establishment, hospital or nursing home (excluding clinical waste).
- 3.2 Industrial wastes - waste from factories or industrial plants, or any premises used for or in connection with the provision of public transport, the public supply of gas, water, sewerage or electricity services, the provision to the public of postal or telecommunications services.
- 3.3 Commercial wastes - waste from premises used for trade or business, i.e. waste produced by Green Skip Services, or for the purposes of sport, recreation or entertainment.
- 3.4 Clinical waste - waste from human or animal tissue, blood, excretion, body fluids, pharmaceutical products, swabs, dressings, syringes, needles or sharps that is not otherwise classified as hazardous waste.
- 3.5 Hazardous wastes are those wastes defined as such by legislation referenced below. In all atypical cases, Green Skip Services Ltd shall be guided by MEPA personnel when dealing with anomalous situations or where further guidance is required.
- 3.6 Hazardous wastes produced by Green Skip Services Ltd may include:
- waste chemicals
 - batteries
 - waste oils
 - computer monitors
 - paint
- 3.7 Waste transfer/consignment note – regulatory requirement to complete, sign and keep a transfer/consignment note that contains a detailed description of

the waste that is being transferred, and information about the parties to the transfer.

4. Responsibilities

- 4.1 The Managing Directors are ultimately responsible for ensuring that waste is managed in accordance with legislative requirements.
- 4.2 The Site Manager, or nominated representatives, are responsible for compliance with this procedure.
- 4.3 The Site Manager is responsible for arranging the disposal of redundant IT equipment in accordance with the provisions of this procedure.
- 4.4 The Site Manager is responsible for arranging the disposal of redundant product samples in accordance with the provisions of this procedure.
- 4.5 Contractors have a responsibility to ensure that all waste they produce during their activities on Green Skip Services Ltd sites is managed safely and in accordance with legislative requirements.
- 4.6 It is the responsibility of all employees to segregate and store waste in the appropriate containers and designated areas.
- 4.7 It is the responsibility of employees engaged, or planning to undertake, activities likely to generate an additional waste burden to pre-notify the Site Manager.

5. Procedure

5.1 Waste Production

- 5.1.1 As far as is reasonably practicable, waste management and waste minimisation will be practiced through a three tier approach which shall also be communicated to all clients and incorporated in their waste management strategy:

- reduce
- reuse
- recycle

- 5.1.2 Waste produced by routine cleaning activities shall be minimised through re-use and recycling wherever practicable.

- 5.1.3 Waste produced as a result of the receipt of product samples shall be minimised by only requesting those product samples that are

essential to effectively conduct an evaluation of the product or execute a contract.

- 5.1.4 Waste produced from plant and equipment shall be minimised through its efficient operation and maintenance in accordance with manufacturer's instructions.
- 5.1.5 Waste from on-site refurbishment and other construction activities will be minimised by appropriate design specifications.

5.2 Waste Handling and Storage

- 5.2.1 Items classified as waste will be handled in accordance with the requirements of duty as per legislation.
- 5.2.2 All waste will be stored in a safe and secure manner pending processing/export for recovery, recycling or disposal.
- 5.2.3 All waste will be stored in a manner that prevents its escape.
- 5.2.4 Liquid wastes shall be stored in containers appropriate for the properties of the waste. Such containers will be stored in a suitably bunded area.
- 5.2.5 Waste produced by clients will be stored in designated areas and in dedicated containers as provided or instructed by the client's and legal requirements.
- 5.2.6 Hazardous waste will be stored in containers suitably designed to minimise the risk of harm from the waste's hazardous properties.
- 5.2.7 Redundant equipment shall be appropriately labelled and stored securely pending disposal.

5.3 Transportation, Disposal and Collection

- 5.3.1 Waste produced on site by the Green Skip Services Ltd will only be transported off site by a registered waste carrier. A copy of the waste carrier's valid registration certificate must be retained at all sites and historical records of waste transfer retained for five years.
- 5.3.2 Copies of valid waste management licenses for the final destination of all wastes shall be maintained on sites and records retained for five years.

- 5.3.3 Controlled waste will be segregated at source, into wastes requiring disposal and those for which recycling/treatment has been arranged.
- 5.3.4 Containers will be inspected for extraneous articles within at least 24 hours before collection, where possible and practical. Extraneous articles will only be removed where it has been identified that it is safe to do so.
- 5.3.5 All waste transferred off-site will be accompanied by required documentation completed and containing information in accordance with the relevant regulatory requirements and codes of practice as referenced below. Copies of documentation will be available at all times and retained for ten years.
- 5.3.6 Each movement of hazardous waste requires documentation as outlined in the Company's Work Plan as per legislation referenced below.
- 5.3.7 Redundant equipment will be processed for recycling wherever practical.
- 5.3.8 No waste (including redundant IT equipment and waste product samples) will be stored on Green Skip Services Ltd premises for more than 12 months.

5.4 An **Audit Trail** of waste production, storage and disposal will be completed, as appropriate, to establish regulatory compliance in line with requirements and the company's Working Plan.

6. Further References

List of Legislation pertaining to Waste:

All local legislation available online at <http://www.justiceservices.gov.mt>

See also:

[https://eracms.gov.mt/en/Pages/Legislation%20under%20Environment%20Protection%20Act%20\(CAP%20549\).aspx](https://eracms.gov.mt/en/Pages/Legislation%20under%20Environment%20Protection%20Act%20(CAP%20549).aspx)

7. Record Forms

None.

GSS EMS Document Title: Water Management		Document No: 11
First issued: 09.11.2009	Last revised: 16/08/2017	Revision No: 5
ISO 14001 reference: 4.4.6		
Related documents: Document 12 - Maintenance of Register of Applicable Legislation and Other Requirements Document 6 - Purchasing Document 10 - Waste Management Document 3 - Energy Management Document 2 - Emergency response		

1. Purpose

- 1.1 To provide an overview of the responsibilities relating to the provision of water services, maintaining water hygiene, controlling consumption and ensuring appropriate discharge to sewer systems.

2. Scope

- 2.1 This procedure covers the management of all storage and distribution of water, the provision of quality water services, and the maintenance of a safe and appropriate wastewater discharge system.
- 2.2 This procedure covers the environmental issues associated with:
- water storage, distribution and consumption
 - water treatment
 - wastewater collection
 - wastewater discharge

3. Definitions

- 3.1 Water services - all water facilities.
- 3.2 Trade effluent – any effluent discharged from premises other than surface water and domestic sewage.

- 3.3 Sewage – any liquid that is or has been in a sewer.
- 3.4 Surface water – rainwater run-off from buildings, car parks and land.
- 3.5 Recording – documenting water delivery services with identification of the individual taking the delivery.
- 3.6 Monitoring –calculating the consumptions, and identifying and accounting for consumption trends (e.g. increases, decreases, large, gradual, etc.).
- 3.7 Reviewing – comparing actual consumption against targets and taking appropriate subsequent actions.

4. Responsibilities

- 4.1 The Site Manager has overall responsibility for ensuring that the procedure is followed and for reporting any detected non-conformance.
- 4.2 The Site Manager and Managing Directors are responsible for overseeing the supply of water that is fit for purpose, and the discharge of wastewater in compliance with all statutory requirements.
- 4.3 The Site Manager is responsible for monitoring water consumption, keeping records and reporting data to the Managing Directors.
- 4.4 The Managing Directors are responsible for consolidating water consumption data for the company and for monitoring progress against targets.
- 4.5 The Site Manager is responsible for implementing appropriate remedial actions if targets are not being met.
- 4.6 The Managing Directors are responsible for providing advice and information to the Site Manager, as appropriate.
- 4.7 It is the responsibility of all employees to ensure that they comply with the provisions of this procedure so far as they relate to matters within their control.

5. Procedure

5.1 Water conservation

- 5.1.1 All employees will take reasonable measures to conserve water.
- 5.1.2 Equipment shall be selected and maintained for water- efficient operation.

5.1.3 Water conservation measures will be employed to optimise water usage and to reduce wastewater generation, where appropriate.

5.1.4 Appropriate notices, posters and stickers will be displayed throughout buildings to remind all users to conserve water.

5.1.5 Detected or suspected leakage or wastage will be reported to the Site Manager as soon as possible. The Site Manager will investigate all such incidences and document the findings. Prompt remedial actions (i.e. within 24 hours) will be initiated where it has been established that significant water waste is occurring, or is likely to occur. Such examples include, but are not restricted to:

- running taps that cannot be turned off
- leaks or suspected leaks, especially from the reservoirs
- inexplicable rise in need to request water delivery

5.2 Wastewater discharge

5.2.1 No wastewater other than that classifiable as domestic sewage and surface water run-off will be discharged to the sewerage or surface water system, respectively.

5.2.2 No prohibited substances will be released to the drainage systems – sewage shall be collected from on-site pit and discharged appropriately. The Water Services Corporation shall be consulted whenever necessary and appropriate.

5.2.3 Contact with the public sewerage system shall only be via a licensed operator.

5.3 Water Quality

5.3.1 All non-drinking water used on-site shall be second class water, so as to reduce the impact that water usage will have. Second class water shall be used for washing/cleaning of bins, skips, vehicles, flushing of toilets etc.

5.3.2 Drinking water shall be provided to all employees via large re-usable, bottles of water made from recyclable material. A storage area shall be set aside for these bottles to enable on-site storage of a large quantity of drinking water, thus minimising the number of deliveries that need to be made.

5.4 Water system alterations

- 5.4.1 Any alterations to water systems must be carried out in compliance with requirements.

5.5 Water monitoring

- 5.5.1 Water consumption based on actual deliveries shall be tracked, using an appropriate log sheet (see attached example). The log sheets will be retained for internal records.
- 5.5.2 All log sheets and related records will be retained on-site for a period of five years. All records will be retrievable within five working days.
- 5.5.3 Water consumption data will be monitored and reported quarterly. Significant changes in consumption trends will be investigated and accounted for.

6. Further References None.

7. Record Forms

Water Consumption Log sheet

WATER CONSUMPTION LOGSHEET - Reservoirs

Reservoir			
Date of Delivery	Number of Litres Delivered	Running Total (sum consumption)	Signed
Total			

WATER CONSUMPTION LOGSHEET – Bottled Water

Bottled Water Delivery Record				
Date of Delivery	Bottles Delivered	Bottles Removed	Running Total	Signed
Total				

Document Title: Maintenance of Register of Applicable Legislation and Other Requirements, and Evaluation of Compliance		Document No: 12
Date issued: 09.11.2009	Last revised: 17/08/2017	Revision No: 3
ISO 14001 reference: 4.3.2, 4.5.2, 4.4.6		
Related Documents: Document 17 - EMS Audit Document 1 - Communications Document 8 - Training Document 7 - Resource /Consumables Use Document 10 - Waste Management Document 9 - Transport and Travel Document 3 – Energy Management Document 11 - Water Management Document 2 - Emergency Response Document 4 - Environmental Complaints Document 5 – Site Management Document 12 - Environmental Aspects and Impacts Document 13 - Objectives and Targets		

1. Purpose

- 1.1 To identify, maintain and anticipate all legal and other requirements relevant to the environmental aspects of Greenskip Services Ltd's activities, products and services, and make certain that all such requirements are periodically evaluated to ensure compliance.

2. Scope

- 2.1 This procedure relates to all the activities, products and services of the company, at each of its operating locations, which give rise to environmental impacts governed by legal or other requirements.

3. Definitions

3.1 Register of Applicable Legislation and Other Requirements – all relevant legislation and other requirements applicable to the Company's environmental aspects.

3.2 HSE – Health & Safety Executive

3.3 EHOs – Environmental Health Officers

4. Responsibilities

4.1 The Managing Directors are ultimately responsible for ensuring appropriate mechanisms are in place to ensure legal compliance in all activities, products and services.

4.2 The Managing Directors, or nominated representative are responsible for establishing and maintaining the Register of Applicable Legislation and Other Requirements (which is only pertinent to *environmental aspects*).

4.3 The Managing Directors, or nominated representative, are responsible for evaluating compliance with legal and other requirements.

4.4 It is the responsibility of the Site Supervisors /Managers to appraise themselves of the Register of Applicable Legislation and Other Requirements and to ensure day to day compliance.

4.5 All employees have a responsibility to advise the Managing Director of current or future relevant legislation or other guidelines that should be included on the Register.

5. Procedure

5.1 All relevant legislation and other requirements applicable to the Company's environmental aspects will be compiled into a Register of Applicable Legislation and Other Requirements.

5.2 The introduction of new legislation and changes to current legislation will principally be monitored through following sources of information may include:

- relevant publications
- Professional bodies, Institutions, Associations, etc.,
- liaison with regulators

- other networking (e.g. seminars, conferences, workshops, etc).
- 5.3 A subscription to at least one professional manual will be maintained on an on- going basis. Regular updates will be inserted into the manuals within one calendar month of receipt.
- 5.4 Each update received will be screened for its relevance to the company and a record of the screening retained electronically (see attached example of “review of applicable legislation” form). The Register of Applicable Legislation and Other Requirements will be amended, where necessary, within one calendar month.
- 5.5 The introduction of new legislation, changes to existing legislation, or new government agendas, charters or policies considered by the Managing Directors or nominated representative, to be of particular relevance and importance to the Greenskip Services Ltd will be cascaded to relevant employees as quickly as practicable. Communication may be in the form of an e-mail, link or article provided on the intranet, dissemination through working groups, or articles in the company newsletter or other internal publications.
- 5.6 Awareness of and compliance with legislation and other requirements will be evaluated by one or more of the following:
- audits
 - document and/or records review
 - facility inspections/tours
 - staff interviews
 - Management Review.
- 5.7 Compliance will be evaluated during each internal audit, and at the time of the Management Review.
- 5.8 Records, in the form of audit reports or Management Review documents, detailing the outcome of these compliance evaluations will be retained by the Managing Director.

6. Further References

7. Record Forms

EMS – review of new applicable legislation.

Greenskip Services Ltd
Environmental Management System



EMS – review of new applicable legislation form

Date of update:				
Reviewed by:				
New Legislation	Details	Relevance to Greenskip Services Ltd's		Action
		Internal operations	Client Site/Transportation	

Document Title: Setting Objectives and Targets		Document No: 13
Date issued: 09.11.2009	Last revised: 16/08/2017	Revision No: 2
ISO 14001 reference: 4.3.3, 4.4.6		
Related Documents: Document 19 - Environmental Aspects and Impacts Document 14 - Management Programme Document 1 - Communications Document 12 - Maintenance Register Legislation		

1. Purpose

- 1.1 To establish, implement and maintain environmental objectives and targets that are consistent with Green Skip Services Ltd's environmental policy, and whose achievement will demonstrate continual improvement.

2. Scope

- 2.1 This procedure applies to the Environmental Management System of Green Skip Services Ltd

3. Definitions

- 3.1 Environmental Objective - an overall environmental goal arising from the environmental policy, that an organisation sets itself to achieve, and which is measurable where practicable.
- 3.2 Environmental Target - detailed performance requirement, applicable to the organisation or parts thereof, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives. The target should be measurable where practicable.

4. Responsibilities

- 4.1 The Managing Directors, or nominated representatives, are responsible for drafting an annual programme of objectives in targets for the whole Company.
- 4.2 Members of the Management are responsible for agreeing objectives and targets relating to activities under their management control.
- 4.3 The Managing Directors have ultimate responsibility for approving and endorsing objectives and targets for the organisation.

- 4.4 The Site Manager is responsible for managing the achievement of site based objectives and targets, and reporting on progress to the Managing Directors.
- 4.5 The Managing Directors are responsible for managing the achievement of objectives and targets relating to their activities, and reporting on progress to the Managing Director.
- 4.6 All employees are responsible for contributing to the achievement of organisational objectives and targets.
- 4.7 The Managing Directors are responsible for monitoring progress against the environmental targets and objectives.

5. Procedure

- 5.1 The setting of environmental objectives will involve the review and appraisal of:
 - legislative and other requirements, e.g. government policy
 - the Company's significant environmental aspects and impacts
 - the views of interested parties
 - technological options
 - financial, operational and business requirements.
- 5.2 Each objective will be linked to one or more targets which detail the actual process of achieving the individual objectives. In the case of long-term objectives, interim targets may be required to monitor progress.
- 5.3 The objectives and targets provide a detailed account of Green Skip Services Ltd's commitment to environmental issues as outlined in the environmental policy. These objectives and targets will be used to form the Management Programme which details responsibility and a timescale of achievement for each objective and target.
- 5.4 Management representatives with direct involvement in the attainment of objectives and targets will be made aware of their responsibilities through the distribution of the Management Programme.
- 5.5 The objectives and targets will be revised as follows:
 - on an annual basis as part of the management review
 - on relevant changes to the register of applicable legislation
 - when failure to meet targets is highlighted through audits
 - as a consequence of documented and reported concerns.

6. Further References

None.

Document Title: Management Programme for Objectives and Targets		Document No: 14
Date issued: 09.11.2009	Last revised: 16/08/2017	Revision No: 2
ISO 14001 reference: 4.3.3, 4.4.1, 4.4.6		
Related Documents: Document 12 – Register Environmental Aspects and Impacts Document 13 - Objectives and Targets Document 1 – Communications		

1. Purpose

- 1.1 Objectives and Targets require a programme detailing how they will be achieved. This procedure assigns responsibilities for the Management Programme.

2. Scope

- 2.1 This procedure applies to the Environmental Management System of Green Skip Services Ltd.

3. Definitions

- 3.1 Environmental Objective - an overall environmental goal arising from the environmental policy, that an organisation sets itself to achieve, and which is quantified where practicable
- 3.2 Environmental Target - detailed performance requirement, applicable to the organisation or parts thereof, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives.

4. Responsibilities

- 4.1 The Managing Directors, or nominated representative, in consultation with working group members and other individuals as appropriate, have responsibility for the development of the Management Programme.
- 4.2 The Managing Directors are responsible for approving the environmental Management Programme.
- 4.3 The Managing Directors have responsibility for updating the environmental Management Programme and ensuring it is made available.

5. Procedure

5.1 A Management Programme for achieving Green Skip Services Ltd objectives and targets will be compiled and will include the following:

5.1.1 designation of responsibility for achieving targets

5.1.2 the means by which targets will be achieved

5.1.3 timescale for achievement of targets

5.1.4 provision in respect of new and modified projects.

5.2 A copy of the Management Programme will be sent to the individuals identified as holding the responsibility for achieving targets.

5.3 The Management Programme will be reviewed when:

5.3.1 objectives or targets are reviewed

5.3.2 an extended timeframe is required for successful achievement

5.3.3 legislation or other criteria changes.

5.4 Where practical, the current status of each item on the management programme will be indicated as a result of management reviews and audits.

6. Further References

None.

7. Record Forms

None.

Document Title: Document Control		Document No: 15
First issued: 09.11.2009	Last revised: 16/08/2017	Revision No: 3
ISO 14001 reference: 4.4.5		
Related documents: Document 17 - EMS Audit		

1. Purpose

- 1.1 To establish and maintain a system whereby all issued environmental documents are controlled through a system of authorisation and the use of issue date, revision date and revision numbers.
- 1.2 To ensure that documents of external original (e.g. codes of practice etc) that are necessary for the planning and operation of Green Skip Services Ltd's environmental management system are identified and their distribution controlled.

2. Scope

- 2.1 This procedure applies to all environmental documents, registers, records and procedures used in, or of relevance to, Green Skip Services Ltd's Environmental Management System.

3. Definitions

- 3.1 The Environmental Management System Manual is the compiled documentation that is established and maintained in order to implement an EMS based insofar as practicable upon guidelines as set out in ISO14001, other than procedures and local site records.
- 3.2 Issue date is the date the document was first issued.
- 3.3 Revision date is the date the controlled document was last revised.
- 3.4 Revision number indicates the number of times the document has been revised.

4. Responsibilities

- 4.1 The Managing Directors are responsible for the approval of amendments.
- 4.2 The Managing Directors are responsible for checking and approving the format, content and dissemination of environmental management documentation.
- 4.3 The Managing Directors are responsible for maintaining the EMS Manual.
- 4.4 The Managing Directors, or nominated representative, are responsible for maintaining records.
- 4.5 It is the responsibility of the author of procedures/documents to comply with the format and follow the numbering procedures in the production of any new or amended procedures/documents.

5. Procedure

5.1 Issuing of Manuals

- 5.1.1 The Managing Directors will liaise with the author to ensure that the version of the EMS manual in use is up-to-date at all times.
- 5.1.2 Hard copies of the EMS Manual may be issued with the authorisation of the Managing Directors .

5.2 Amendments

5.2.1 Amendments to the EMS Manual may come from two sources:

- (a) Green Skip Services Ltd employees

Employees may send, in memorandum format, details to the Environmental Manager, or nominated representative, of the documentation to be updated and amended. The memorandum must contain the section number, title and issue no. A reason for the change and details of the change will be specified, and the memorandum must be. The memorandum will be retained and filed by the Managing Directors or nominated representative.

- (b) Managing Directors

The Managing Directors may initiate amendments to EMS documentation in response to:

- external audit non-conformities or observations of the certification body;
- non-conformities or observations arising from internal auditing process;
- changes to the requirements of the ISO14001 EMS standard;
- as a consequence of the management review process;
- other internal and external changes (e.g. restructure of the organisation, changes in legislation).

5.2.2 The Managing Directors will document changes to the EMS Manual through a document indicating the reason for the amendment and the action to be taken to update the EMS Manual.

5.2.3 The document will be retained and filed by the Managing Directors.

5.2.4 The Managing Directors will ensure that the amended version of the controlled document physically replaces the outdated version for day to day reference.

5.3 Format of Manuals

5.3.1 Each volume (manual) will contain the following:

Index (contents) page.

5.3.2 Where practical, each document contained in the manuals will be headed with:

“Green Skip Services
Ltd
Environmental Management System”

5.3.3 Where practical, each document contained in the manuals will be footed with:

- Procedure/Document/Record No.
- Page „x” of „y”, where x = page number and y = total number of pages in that particular procedure

5.3.4 The first page of each document in the EMS Manual will contain the following information:

- title
- number
- first issue date
- last revision date
- revision number
- ISO 14001 reference
- related procedures/documents

5.3.5 Documents in the EMS Manual may include the following sections:

- introduction
- purpose of the procedure
- scope - the aspects covered by the procedure
- definitions
- responsibilities
- procedures
- further references
- record forms

5.4 Documents of external origin

5.4.1 Documents of external origin that are relevant to the operation of the Company's EMS will be filed appropriately.

5.5 Review and Records

5.5.1 The Managing Directors, or nominated representative, will review all environmental documentation for content, accuracy and relevance to Green Skip Services Ltd, as part of the management review process, and at other times as appropriate.

5.5.2 The Managing Directors will retain records of each review.

6. Further References

None.

7. Record Forms

Amendment Record

Amendment Record

Date	Procedure/ Document Number	Procedure/Document Title	Reason for Amendment	Details of Amendment and Action Required	Revision Number	Authorised by

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Document Title: Non-conformance and corrective action		Document No: 16
Date issued: 09.11.2009	Last revised: 16/08/2017	Revision No: 3
ISO 14001 reference: 4.4.6, 4.5.2		
Related procedures: All		

1. Purpose

- 1.1 This procedure sets out the requirements for dealing with actual and potential nonconformity (ies) and for taking corrective action and preventive action.

2. Scope

- 2.1 This procedure is concerned with nonconformity (ies) identified **outside the internal EMS Audit process**.
- 2.2 This procedure covers both non-conformance with the Company's EMS procedures as well as far as is practical, non-conformance with the ISO 14001 specification.
- 2.3 Reports of non-conformances may result from external audits or may occur as part of routine operations, where an individual or department may identify a non-conformance.

3. Definitions

- 3.1 Nonconformity – non-fulfilment of a requirement or standard.
- 3.2 Corrective Action - action taken to eliminate the cause of a detected non-conformance.
- 3.3 Preventive Action - action taken to eliminate the cause of a potential nonconformity or avoid repetition of the same non-conformance.

4. Responsibilities

- 4.1 It is the responsibility of the Managing Directors, or nominated representative, to prepare and issue a non-conformance report (NCR) on detection of a non-

conformance including, where appropriate, as a consequence of an environmental complaint.

- 4.2 It is the responsibility of all employees to bring suspected non-conformances to the attention of the Managing Director, or nominated representative.
- 4.3 The Site Manager will comply with all corrective and preventive actions prescribed. In exceptional cases, the Managing Directors, or nominated representative shall be informed of reasons why actions cannot or will not be taken, for further consideration and decision.
- 4.4 The Managing Directors will establish and maintain a reporting and record keeping system for non-conformances, corrective and preventive actions.
- 4.5 Non-conformances, corrective and preventive actions will be reviewed through the Management Review process.

5. Procedure

- 5.1 By whichever means a non-conformance is identified, the underlying cause(s) of the non-conformance must be investigated.
- 5.2 Appropriate and timely corrective action must be taken according to the nature of the non-conformance.
- 5.3 Preventive action, such as implementing modifying or enforcing procedures or controls, will be taken to avoid repetition of the non-conformance, or prevent a potential nonconformity from occurring.
- 5.4 Any corrective or preventive action taken to address the causes of an actual or potential non-conformance must be appropriate to the magnitude of problems and commensurate with the environmental impact encountered.
- 5.5 The company will implement and maintain a system of reporting and record keeping for non-conformances, corrective and preventive action.
- 5.6 Any changes to the environmental management procedures as a result of corrective or preventive action will be recorded.
- 5.7 The non-conformance report form (see example attached) will detail the nature and scale of the non-conformance, propose corrective and preventive actions, as appropriate, include references to procedure number, date and include timescales, where relevant.
- 5.8 Repeated non-conformances of the same nature or significant deviations from procedures (for example, disregard of the procedures, or total absence of required documentation) will be reported to the Managing Directors for action and resolution.

- 5.9 Significant deviations from the environmental policy will be reported to the Managing Directors at the next available meeting.
- 5.10 A report will be submitted to the Managing Directors on a regular basis, reviewing all non-conformances and their respective corrective and preventative actions. The report will include the following:
- review of non-conformance reports
 - review of corrective actions
 - review of preventive actions
 - review of environmental complaints
 - review of internal EMS audits
- 5.11 Where preventive actions involve long term programming, these will be considered in the setting of objectives or targets.

6. Further References

None.

7. Record Forms

Non-conformance report form.

Non-conformance report (NCR) form

To be completed by person identifying or suspecting a non-conformance:

Name:

Signature:

Location:

Date:

Details of (suspected) non-conformance:

To be completed by Managing Director, or nominated deputy:

Category of non-conformance:

N/A

Recommendations or verdict:

Responsible party:

Deadline for completion:

To be completed by responsible party:

Action taken:

Signature:

Date:

Verified by :

Date:

NCR Standards:

1. Major non-conformance with legislation/ Internal Green Skip Services Policy
2. Significant number of minor non-conformances with a standard/policy
3. Minor problem areas which warrant attention

GSS EMS Doc Title: EMS Audit		Document No: 17
First issued: 09.11.2009	Last revised: 16/08/2017	Revision No: 6
ISO 14001 reference: 4.5.5		
Related Documents: GSS EMS Document 12 - Maintenance of Register of Applicable Legislation and Other Requirements GSS EMS Document 15 - Document Control GSS EMS Document 8 – Training GSS EMS Document 6 – Purchasing GSS EMS Document 2- Emergency response GSS EMS Document 4 - Environmental complaints GSS EMS Document 16- Non-conformance		

1. Purpose

- 1.1 To determine whether the Green Skip Services Ltd's Environmental Management System (EMS) conforms to planned arrangements for environmental management, including, as far as is practical, the requirements of the international standard ISO 14001.
- 1.2 To determine whether the environmental management system has been properly implemented and maintained.
- 1.3 To provide information on the results of audits to management.

2. Scope

- 2.1 All elements of Green Skip Services Ltd's Environmental Management System.

3. Definitions

- 3.1 Audit – a systematic and documented verification process of objectively obtaining and evaluating evidence

- 3.2 Internal Audit (First Party Audit) – an audit carried out by the company on its own performance
- 3.3 Element – a particular aspect of the Environmental Management System e.g. record keeping.
- 3.4 Non-conformance Report (NCR) - a report issued by an auditor when the objective evidence of an auditor reveals that activities are either not in compliance with the relevant components of the EMS, the EMS is not being implemented effectively, or, the EMS as implemented does not comply with the requirements of the standard. NCRs are categorised into three distinct categories:-
 - 3.4.1 Category 1 - a major non-conformance with the requirements of the EMS and therefore requiring urgent/immediate remedial action
 - 3.4.2 Category 2 - a significant number of minor non-conformances with the requirements of the EMS and where remedial action is required.
 - 3.4.3 Category 3 - minor problems areas, attention is warranted.
- 3.5 Observation: -
 - 3.5.1 An issue that requires attention in order to improve the operation of the environmental management system and that if left un-addressed is likely to lead to a non-conformance during future audits; or
 - 3.5.2 An example of good environmental practice that deserves recognition
 - 3.5.3 A flag for re-revisit at next audit.

4. Responsibilities

- 4.1 It is the responsibility of the Managing Directors to ensure that Green Skip Services Ltd's Environmental Management System is audited in accordance with its internal requirements, guiding itself, as far as is practical, by the requirements of the ISO 14001 standard.
- 4.2 It is the responsibility of the Managing Directors to audit the site in accordance with the Audit Schedule.

- 4.3 The Managing Directors are responsible for reporting quarterly on the results of any audits undertaken during the period.
- 4.4 It is the responsibility of all employees to co-operate with audit procedures and auditors.
- 4.5 It is the responsibility of Site Supervisor and the Managing Directors to ensure that any non-conformances identified by an environmental audit are addressed.

5. Procedure

- 5.1 An audit schedule will be established by the Managing Directors to ensure that all areas of the Company's Environmental Management System are audited.
- 5.2 For internal audits, the intervals between auditing a particular element will vary between one year and three years dependent on the significance of the environmental aspect associated with that element.
- 5.3 Internal Auditors will not audit their own areas of responsibility.
- 5.4 An internal environmental audit will be undertaken in the following manner:
- 5.4.1 The Managing Directors, or nominated deputy will identify the area/element that requires auditing
- 5.4.2 At least two weeks before the planned audit an internal auditor will be assigned to the audit and the relevant area/departamental manager 'responsible party' informed of the intention to undertake an audit.
- 5.4.3 The nominated auditor will be responsible for planning, preparing and undertaking the audit in accordance with his/her training and the requirements of this procedure.
- 5.4.4 During the planning stage the results of previous audits will be used to determine the audit scope, where applicable.
- 5.4.5 The appointed auditor will liaise with the appropriate responsible person to agree a date for the audit.
- 5.4.6 At the beginning of the audit the auditor will convene a brief meeting with the responsible person to outline the scope of the audit.

- 5.4.7 The audit will be undertaken through completion of the template document (Appendix 1) and by recording details of the objective evidence gathered.
- 5.4.8 The auditor will meet with the responsible person at the end of the audit to relay findings, to give an opportunity for factual errors to be corrected, to agree corrective actions and to sign-off the audit.
- 5.4.9 The auditor will submit a written report to the Managing Directors, or nominated deputy, within two weeks of the audit, as detailed below.

5.5 Internal Audit Reports

- 5.5.1 The results of the audit will be summarised in an Audit Summary Report (see Appendix 3). The Managing Directors will maintain a sequential record of all audits undertaken in year order.
- 5.5.2 A satisfactory audit indicates objective evidence has been obtained to demonstrate that the EMS has been implemented as planned and is effectively maintained, and that it conforms to the requirements of the standard. Satisfactory audit reports will be:
- a) signed off as completed by the auditor
 - b) filed in the audit master file for the appropriate year in sequential number order.
- 5.5.3 An unsatisfactory audit indicates that objective evidence has been recorded by the auditor to the effect that there is a single or series of non-conformances. In all such instances the auditor will:
- a) issue one or more non-conformance report(s) (see Appendix 2) to the responsible party.
 - b) record the issue of a non-conformance report on the Audit Summary Report.

5.6 Non-Conformance Reports for internal audits

- 5.6.1 A non-conformance report (NCR) is issued by the auditor to the responsible party for a certain element of the EMS, when the objective evidence of an auditor reveals that the activities are either not in compliance with the relevant components of the EMS, or the EMS is not being implemented effectively.
- 5.6.2 An NCR will be identified as category 1, 2 according to the aforementioned definitions.

- 5.6.3 An NCR will be completed by the auditor for each identified non-compliance, unless otherwise associated by a 'root cause'. Reports will identify the year/sequential number of the audit, the non-conformance number, details of the non-conformance, and the auditors recommendations. If necessary, objective evidence should be attached/filed with the non-conformance report.
- 5.6.4 Remedial action and the date for completion will be agreed between the auditor and the responsible party and details entered on the report.
- 5.6.5 The auditor and the responsible party will sign the report to confirm agreement.
- 5.6.6 When remedial action has been completed and objective evidence is available to indicated as such, the NCR will be signed by both the responsible party and the auditor to confirm that action has been completed
- 5.6.7 Audit Summary Reports and associated NCRs where applicable should be kept in the master audit file, in sequential order, for a period of three consecutive years.
- 5.6.8 Outstanding NCRs should be reviewed during each audit to determine progress towards implementing corrective actions.

6. Further References

7. Record Forms

Appendix 1 – EMS Audit Template

Appendix 2 – Audit Summary Report

Appendix 3 – Non-Conformance Report

Appendix 1 – Internal Audit Template

Green Skip Services Ltd EMS Audit

Audit number: (prefixed by year, e.g. '99-01')		Site:		Date:		Sheet No.:	
Auditor name:		Interviewee name:		Job title:			

		Document/ Procedure no.		Document/ Procedure title:	
Looking at (samples):	Looking for:	Comments			

Auditor signature:

Appendix 2 – Non-Conformance Report for internal audits

GSS Ltd EMS Audit Non-conformance report

NCR No:		Audit No:		Sheet No:		Date:	
Site:				Contact:			
Auditor/s:				Category of NCR:	1	2	3
Details of non-conformance:							
Auditor's signature:							
Recommendations							
Agreed by:					Target completion date:		
Signature:							
Action taken:							
Signature of responsible party:				Signature of auditor:			
NON-CONFORMANCE STANDARDS 1. Major Non-conformance with a standard 2. Significant number of minor non-conformances with a standard 3. Minor problem areas which warrant attention							

Appendix 3 – Internal Audit Summary Report

Green Skip Services Ltd EMS Audit -Summary Report

Audit No:		Date:		Site:	
Department audited					
Scope of audit					
Auditor/s					
Summary					
Non-conformance reference numbers:					
Report prepared by:				Date:	
Report approved by:			Date:		

Appendix 3 – Internal Audit Summary Report (cont'd)

GSS Ltd	Energy	Transport	Waste	Water	Staff Awareness	Incidents	Complaints	Purchasing	Policy	Totals
Policy										
Environmental aspects										
Legislation										
Objectives and targets										
Management programme										
Structure and responsibility										
Training awareness and competence										
Communication										
Documentation										
Document control										
Operational control										
Emergency preparedness and response										
Monitoring and measuring										
Non-conformance										
Records										
EMS Audit										
Management review										
Totals										

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GSS EMS Doc Title: Management Review		Doc No: 18
Date issued: 09.11.2009	Last revised: 17/07/2017	Revision No: 4
ISO 14001 reference: 4.6		
Related Documents: <ul style="list-style-type: none">• GSS EMS Document 1 - Communications• GSS EMS Document 4 - Environmental Complaints• GSS EMS Document 13 - Objectives and Targets• GSS EMS Document 14 - Environmental Management Programme• GSS EMS Document 18 - EMS Audits		

1. Purpose

- 1.1 To deliver a consistent and systematic review of Green Skip Services Ltd's environmental management system, to ensure its continuing suitability, adequacy and effectiveness.

2. Scope

- 2.1 A planned review, by management, of the environmental management system in operation.

3. Definitions

- 3.1 Environmental management system – the part of the company's overall management system used to develop and implement its environmental policy and managed its environmental aspects.
- 3.2 Environmental management system audit – a systematic and documented verification process of objectively obtaining and evaluating evidence to determine whether an organisation's environmental management system conforms to the environmental system audit criteria set by the organisation, and for communication of the results of this process to management.

4. Responsibilities

- 4.1 The Managing Directors, or nominee, will chair management review meetings.
- 4.2 The review team will consist of the Managing Directors, the Site Manager, the environmental consultant and responsible persons as deemed appropriate.
- 4.3 The Managing Directors are responsible for preparing the agenda and co-ordinating the provision of information necessary to complete the review.
- 4.4 Attendees at the review meeting are responsible for ensuring that the recommendations of the review are implemented as appropriate.

5. Procedure

- 5.1 A formal management review of the Company's environmental management system will be undertaken at least once annually to evaluate its continuing suitability, adequacy and effectiveness.
- 5.2 The following headings will form the basis of the agenda:
 - 5.2.1 Apologies for absence
 - 5.2.2 Minutes of previous meeting
 - 5.2.3 Matters arising
 - 5.2.4 Review of the EMS:
 - results of internal audits and evaluations of compliance with legal and other requirements
 - communications from external interested parties, including complaints
 - environmental policy
 - environmental performance
 - the extent to which objectives and targets have been met
 - status of corrective and preventive actions
 - follow-up actions from previous management reviews
 - changing circumstances, including developments in legal and other requirements related to the Company's environmental aspects

- recommendations for improvement.

5.2.5 Actions

5.3 Further References

- Environmental Register of Applicable Legislation and Other Requirements
- Training Strategy
- EMS Internal Audit

6. Record Forms

None.

GSS EMS Document Title: Environmental Aspects and Impacts Register		Document No: 19
First issued: 09.11.2009	Last revised: 17/08/2017	Revision No: 5
ISO 14001 reference: 4.3.1		
Related documents: All GSS EMS Documents		

1. Purpose

- 1.1 The purpose of this procedure is to assess all environmental aspects of operations and activities carried out at the Greenskip Services Site in Maghtab as well as all activities related to transport and work at client sites, as well as assessing the significance of their environmental impacts in order to permit improvement objectives and the implementation of necessary control measures. These procedures address routine and nonroutine activities.

2. Scope

- 2.1 This document lists the environmental aspects and impact identified as a result of the activities, products and services provided by Greenskip Services Ltd.
- 2.2 Alongside each activity, product or service, the possible environmental impacts that could result through normal or abnormal operation are listed, along with any controls and measures that have been put in place.

3. Definitions

- 3.1 **Environmental Aspect:** Element of an organisation's activities, products or services that can interact with the environment.
- 3.2 **Environmental Impact:** Any change to the environment, whether adverse or beneficial, wholly or partially resulting from the organisation's activities, products or services.

4. Responsibilities

- 4.1 It is the responsibility of the Managing Directors or their nominated Environmental advisor to maintain this document.

5. Procedure

- 5.1 Activities, products and services are examined to identify any environmental aspects and impacts, along with appropriate controls and measures to prevent or reduce the impact to acceptable levels.
- 5.2 If there are changes to products, activities or services, then the environmental aspects and impacts are re-assessed.
- 5.3 Every effort should be made to minimise the Company's Environmental impact.

Environmental Aspects and Impacts

Register of Environmental Aspects and Impacts

Activity, Product or Service	Environmental Aspect	Potential Environmental Impact	Amount and/or Occurrence	Significance	Control and/or Measure
Freight	Shipments by road, sea and air.	Air Pollution through CO ₂ Emissions	Occasional	High	Efficient order volume to reduce transport.
	Packaging Material	Noise Pollution	Occasional	Low	Efficient order volume to reduce transport. Daytime deliveries to reduce noise pollution.
		Generation of waste Destruction of trees	Occasional	Low	All packaging material sorted by type and recycled appropriately.
Grid Energy Usage	Use of electricity for cooling, heating, lighting and office operations.	Air Pollution through CO ₂ Emissions - indirect	Daily	High	Meter readings monitored. All equipment shut down after working hours. Regular maintenance. Purchasing of new equipment to take into consideration energy ratings. PV panels installation reduces grid consumption.
Company Business Travel (Non Transport)	Company travel by road, sea and air.	Air Pollution through CO ₂ Emissions	Daily	High	Use efficient, modern vehicles to reduce CO ₂ . Use of teleconferencing/email to reduce international travel required. Travel planned to maximise efficiency – multiple meetings per travel episode.
		Noise Pollution	Daily	Low	Use efficient vehicles to reduce noise.
Office Consumable Supplies	Use of paper/ printer toners/ stationery supplies.	Destruction of trees.	Daily	Low	All paper recycled. All printer cartridges refilled/recycled. Double sided and/or two-pages per page printing used whenever possible.
Office Equipment (End of Life)	Printers, air-conditioning units, computers, telephones, mobile phones.	Creation of electronic waste at end-of-life.	Rare	High	All recyclable material is appropriately recycled, including batteries. Purchasing of new equipment to take into consideration recyclability of components.
Staff Transport	Travel to work.	Air Pollution through CO ₂ Emissions	Daily	High	Use of public transportation / car sharing where feasible.

Environmental Aspects and Impacts

Activity, Product or Service	Environmental Aspect	Potential Environmental Impact	Amount and/or Occurrence	Significance	Control and/or Measure
General Processing of Material in Yard	Energy usage and noise through processing operations	Air Pollution through CO ₂ Emissions – direct and indirect	Daily	High	Efficient time-planning for generator and machinery usage. Servicing to maintain fuel efficiency. Generator operation time logged and monitored.
		Noise Pollution - direct	Daily	Low	Most noisy equipment housed indoors. Generator housed inside own room. High wall surrounding site mitigates effects of noises reaching external locations.
Repackaging of Material and temporary storage on-site	Possible emissions of volatile substances to air or spillage to ground	Air pollution by volatile substances	Rarely	Medium	Staff training in handling of materials. Care taken in using appropriate methods/containers in order to maximise efficiency and minimise time of operation. Operations supervised by suitably qualified personnel.
		Chemical Spillage Hazardous Material	Rarely	Medium	Staff training. Spillage kit to deal with chemical spills. All material collected/stored/treated/disposed of as hazardous waste.
Washing	Energy Usage and Water Consumption. Use of detergents	Air Pollution through CO ₂ Emissions	Occasional	Low	Staff training. Efficient power washer selected. Minimum use of detergents as and when required. Second class water used in all operations to preserve resources.
		Water Pollution, Land Contamination, Resource Depletion	Occasional	Low	
Transport	Consumption of fuel. Generation of noise	Air Pollution through CO ₂ / Particulate Emissions	Daily	High	Itineraries planned to maximise operation efficiency. All vehicles properly maintained to maximise fuel efficiency. All waste generated in servicing operations recycled/disposed of appropriately.
		Noise Pollution	Daily Occasional	High Medium	
	Servicing of fleet	Waste oils/ generation of oily rags. Waste spare parts.			

Green Skip Services Ltd Environmental Management System		
GSS EMS Document Title: Key Individual Contact Details		Document No: 20
First issued: 09.11.2009	Last revised: 17/08/2017	Revision No: 6
Related documents: All GSS EMS Documents		

1. Purpose

1.1 The purpose of this procedure is to make key individual contact details available to all personnel.

2. Scope

2.1 All EMS documents.

3. Responsibilities

3.1 It is the responsibility of each employee, depending on the requirements of each individual role, to comply with the requirements of this EMS.

3.2 Each employee should be familiar with reporting lines and have access to key contact details contained herein.

4. Forms

Table of Key Individual Contact Details.

GREENS SKIP SERVICES LTD KEY INDIVIDUAL CONTACT LIST

Name	Role	Other	Office Hours	24/7 Emergency
Doris Sammut Bonnici	Managing Director	Health and Safety Certification	99422543	99422543
Mary Gaerty	Managing Director	DGSA/ ADR	99422544	99422544
JC	Head of Operations	Co-ordination and Logistics. ADR/ Firefighting Certification	99500618	99500618
JC	Site Manager		99500618	99500618
TK	Health and Safety Officer	ADR/ H&S Equipment Purchasing/Distribution	99422545	99422545
FK	Site Supervisor	ADR/ Forklift Trained/ H&S Certification Firefighting Certification	99500620	99500620
Ondine Gaerty		Chemist/ADR	99428242	99428242
CPD				112
Ambulance				112
Police				112
ERA			2290 3500	
A.Bezzina		External H&S Consultant	79701992	