



**Cyfoeth
Naturiol
Cymru
Natural
Resources
Wales**

Environmental Management System (EMS)

EMS Manual

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Contents

1.0	INTRODUCTION.....	3
1.1	Background.....	3
1.2	Scope of the Manual and Supporting Documentation.....	3
1.3	Scope of the Environmental Management System.....	4
2.0	ENVIRONMENTAL POLICY.....	8
3.0	PLANNING.....	8
3.1	Significant Environmental Aspects & Impacts.....	8
3.2	Compliance Obligations.....	9
3.3	Objectives and Targets.....	9
4.0	IMPLEMENTATION AND OPERATION.....	10
4.1	Structure, Responsibility and Resources.....	10
4.2	Training, Awareness and Competence.....	11
4.3	Communication.....	11
4.4	Environmental Management System Documentation.....	12
4.5	Document Control.....	12
4.6	Environmental / Operational Control.....	12
4.7	Emergency Preparedness and Response.....	13
5.0	PERFORMANCE EVALUATION (CHECKING AND CORRECTIVE ACTION)	13
5.1	Monitoring and Measuring.....	13
5.2	Evaluation of Compliance.....	14
5.3	Problem Identification, Correction and Prevention.....	14
5.4	Environmental Records.....	14
5.5	Audit of the Environmental Management System.....	15
6.0	MANAGEMENT REVIEWS.....	15
6.1	Protocol for Management Review.....	15

1.0 INTRODUCTION

1.1 BACKGROUND

Our purpose is to ensure the natural resources of Wales are sustainably maintained, enhanced and used, now and in the future.

The organisations aim is to be an exemplar in the delivery of sustainable development including environmental performance.

This document describes our Environmental Management System (EMS), key environmental impacts, what we will do to minimise those impacts and provides links to all the procedures that underpin the EMS.

The environmental management system is designed to ensure the following:

- Compliance with any relevant environmental legislation
- Awareness of the organisations significant environmental impacts
- Reduction of our impacts and continual improvement of our environmental performance

1.2 SCOPE OF THE MANUAL & SUPPORTING DOCUMENTATION

This manual describes the key elements of the EMS and describes how our activities meet the requirements of the standard. This is supported by specific procedures which are written and implemented to ensure relevant environmental control and that the preceding objectives are being achieved. The procedures will communicate what activities need to be done; when these need to take place; and how they are completed.

Most of the procedures are generic to cover the scope of the EMS, however, localised operational instructions will be developed where appropriate when the procedure does not cover all activities on that site.

1.3 SCOPE OF THE ENVIRONMENTAL MANAGEMENT SYSTEM (ISO14001 4.1)

The Environmental Management System is applicable to:

"Activities and services associated with the sustainable management of the environment and the natural resources of Wales, excluding forest operations, which is separately certified under UKWAS"

The physical scope of the EMS shall include the following locations:

Site	Type	Staff
Ty Cambria, Newport Road, Cardiff, South Glamorgan, CF24 0TP	Office	330
Maes Y Ffynnon, Bangor Gwynedd, LL57 2DW	Office	225
Welsh Government Building, Rhodfa Padarn, Llanbadarn Fawr, Aberystwyth, Ceredigion, SY23 3UR	Office	70
Llwyn Brain, Bangor, Gwynedd, LL57 4DE	Office	160
Ladywell House, Stryd Y Parc, Newtown, Powys, SY16 1RD	Office	15
Cantref Court, Brecon Road, Abergavenny, NP7 7AX	Office	20
Maes Newydd, Britannic Way West, Llandarcy, SA10 6JQ	Office	145
Plas Yr Afon, Fortran Road, St Mellons Business Park, Cardiff, CF3 0EY	Office	160
Government Buildings, Arran Road, Dolgellau, LL40 1LW	Office	45
Powells Place, Powells Lane, Welshpool, Powys, SY21 7JY	Office	30
Llanfair Road, Llandovery, Carmarthenshire, SA20 0AL	Office	40

Resolven, Neath, SA11 4DR	Office	50
Clawdd Newydd, Ruthin, LL15 2NL	Office	20
Monmouth, Hadnock Road, NP25 3NQ	Office	55
Llys Afon, Haverfordwest, SA61 2BQ	Office	55
Buckley, Flintshire, CH7 3AJ	Office	105
Glan Teifi, Barley Mow, Lampeter, Ceredigion, SA48 7BY	Office	10
Plas Gwendraeth, Heol Parc Mawr, Cross Hands, Llanelli, SA14 6RE	Office	45
Cilfynydd, Pontypridd, CF37 4NE	Office	35
Abergele Road, Rhuddlan, Denbighshire, LL18 5UB	Office	20
Gwydyr Uchaf, Llanrwst, Conwy, LL26 0PN	Office	20
Hafod Office, Ystrad Meurig, SY25 6DX	Office	5
Unit M, Old Station, Llanidloes, SY18 6EB	Office	3
Rudry, Graigllan, Caerphilly, CF83 3DE	Office	10
Cefn Gethinog, Talybont on Usk, LD3 7YN	Office	10
Unit 17 Tyn Llidiart, Corwen, LL21 9RR	Depot	2
Bryn Mwcog, Brynteg, Anglesey, LL78 7JF	Depot	4
Newport Wetlands Workshop, Redhouse Barns, Goldcliff, Newport, NP18 2AU	Depot	2
Unit 13a-13b, Mill Street, Abergavenny, NP7 5HE	Depot	5
Penmaen Workshop, Penmaen, Swansea, SA3 2HH	Depot	3
Skomer MNR, Fishermans Cottage, Marloes, Haverfordwest, SA62 3BJ	Depot	3
The Old Home Farm Yard, Stackpole, Pembroke, SA71 5DQ	Depot	2
Llwynawel, Tal-Y-Bont, Ceredigion, SY24 5EQ	Depot	1

Neuaddlas, Tregaron, Ceredigion, SY25 6LG	Depot	1
Llawrcwrt, Talgarreg, Llandysul, SA44 4HB	Depot	1
Unit 21, Parc Mentwr, Marian Mawr, Dolgellau, Gwynedd, LL40 1UU	Depot	4
Unit 18, ARD Business park, Pologrounds, New Inn, Pontypool NP4 0SW	Depot	0
Bridgend Industrial Estate, Coychurch, Bridgend, CF35 5NR	Depot	10
Tan Lan Depot, Llanwrst Road, Llanwrst, LL26 0TT	Depot	5
Llangefni Road, Bodfordd, LL77 7PJ	Depot	5
Pont y Garth Depot, Llanegryn, Tywyn, Gwynedd LL36 9UG	Depot	5
Fingerpost Depot, Francis Lane, Holt, Wrexham, LL13 9YP	Depot	15
Trem Treweryn, Unit 10-12 , Bala Enterprise Park, Bala LL23 7NL	Depot	4
Surveyors Place, Porthmadog, LL49 9NH	Depot	7
Willowbrook Drive Depot, Vaindre Lane, Opposite Heritage Park, CF3 0DP	Depot	2
Unit 15B, Severn Farm Enterprise Park, Welshpool, Powys, SY21 7DF	Depot	10
Hafren / Dolydd Complex, Staylittle, Llanbryn-mair, SY18 6EB	Depot	0
Maesnewyddion, Rhiwddolion, Betws Y Coed, LL24 0DF	Depot	0
Tynybedw, Llanafan Aberystwyth, SY23 4AH	Depot	0
Maesgwm, Dolgellau, LL40 2HY	Depot	0
Ynysybwl Tractor Shed Ynysybwl, Rhondda, CF37 3NT	Depot	0

Treglog Depot, Llansawel, SA19 7NJ	Depot	0
Ynys Las, Borth, SY24 5LA	Depot	1
Pye Corner, Broadstreet Common, Nash, Newport, NP18 2BE	Depot	13
Cynrig Fish Hatchery, Llanfrynach, Brecon, Powys, LD3 7AX	Hatchery	3
Llanelli Laboratory, Penyfai House, Furnace, Llanelli, Carmarthenshire, SA15 4EL	Laboratory	35
Crychan Workshop, Tirabad, Llangammarch Wells, LD44DS	Fleet Workshop	5
Resolven, Neath, SA11 4DR	Deer Larder	0
Itton, Chepstow, NP16 6BZ	Deer Larder	0
Maesgwm, Dolgellau, LL40 2HY	Deer Larder	0
Forest Lodge, Cwm y Gerwyn Bleddfa, LD7 1PB	Deer Larder	0
Crymlyn Visitor Centre, Ffordd Dinam, Bonymaen, Swansea, SA1 7BW	Visitor Centre	1
Ynyslas Visitor Centre Ynyslas, Borth, SY24 5JZ	Visitor Centre	2
Ystradlyn Ystradlyn, Talyllyn, Tywyn, LL36 9AJ	Visitor Centre	0
Bwlch Nant yr Arian Visitor Centre Ponterwyd SY23 3AD	Visitor Centre	3
Coed y Brenin Visitor Centre Ganllwyd LL40 2HZ	Visitor Centre	3
Garwnant Visitor Centre Llwyn Onn CF48 2HU	Visitor Centre	3

2.0 ENVIRONMENTAL POLICY (ISO14001 4.2)

We have demonstrated our commitment to the environment in our Environmental Policy Statement, which has been endorsed by our Executive Team and signed by the Chief Executive.

All new employees are made aware of the policy through induction training and a copy is available on the Natural Resources Wales Website.

www.naturalresourceswales.gov.uk

The policy is available to the public through the Internet, in response to enquiries and will be displayed at our sites.

The policy will be reviewed annually with any revisions presented to the Executive Team for endorsement and sign off by the Chief Executive.

Related documentation:

[Environmental Policy](#)

3.0 PLANNING (ISO14001 4.3)

3.1 SIGNIFICANT ENVIRONMENTAL ASPECTS & IMPACTS (ISO14001 4.3.1)

A Register of Significant Environmental Aspects and Impacts has been developed from an initial review and from consideration of the organisations activities and operations. We have a procedure in place to identify relevant environmental aspects of its operations and to determine which activities have an impact on the environment. Those areas with significant impacts will be addressed in the objectives and targets.

A 'traffic light' system has been developed to prioritise the impacts. Red indicates that the aspect is significant; amber indicates that the impact could become significant and green indicates that the impact is not deemed significant.

The Register of Significant Environmental Aspects and Impacts will be amended and updated on an annual basis as part of the environmental review process of all Operational Plans to review the impacts of the operations on the environment. This will be used to identify new impacts and to assess the progress made towards reducing current impacts. Amendments will also be made in accordance with internal and external audits of the organisations operations, as considered appropriate during the management review.

Related documentation:

[Register of Significant Environmental Aspects and Impacts](#)
[EP-01 Aspects and Impacts Assessment Procedure](#)

3.2 COMPLIANCE OBLIGATIONS [LEGAL & OTHER REQUIREMENTS] (ISO14001 4.3.2)

We have a number of compliance obligations (legal and other requirements) relevant to the organisation. These are documented in the Register of Compliance Obligations.

The Environmental Systems Manager will utilise a number of sources to ensure we are up to date in relation to our compliance obligations. These can include, but are not limited to; Newground Legislation Update Service, IEMA updates, bulletins and consulting with NRW specialists.

The register will include details on how the obligations related to our environmental impacts apply to the organisation.

Evaluation of compliance with these requirements will be undertaken during all internal EMS audits.

Corrective and preventive action will be instigated following any identified nonconformity with compliance obligations.

Related documentation:

[Register of Compliance Obligations](#)

[EP-02 Compliance Obligations Identification Procedure](#)

3.3 OBJECTIVES & TARGETS (ISO14001 4.3.3)

We are committed to continually improving our environmental performance. This will be achieved, in part, by setting annual objectives and targets. These are based on the information contained in the Register of Significant Environmental Aspects & Impacts and the Register of Compliance Obligations.

In setting the annual objectives and targets the organisation considers;

- Environmental policy commitments
- Significant environmental aspects
- Compliance obligations
- Government strategies
- Technological options
- Other relevant issues

The objectives and targets are approved and signed off at Executive Team level.

Progress against objectives and targets are reviewed quarterly at the EMS Leadership manager review meetings. Any nonconformity relating to the management programmes will be subject to the corrective/preventive action procedure as described in the Nonconformity procedure.

Objectives and targets are also reviewed as part of the internal audit programme and at the management review meeting.

Related Documentation:

[Objectives and Targets](#)

[EP-03 Setting and Reviewing Objectives and Targets Procedure](#)

4.0 IMPLEMENTATION AND OPERATION (ISO14001 4.4)

4.1 STRUCTURE, RESPONSIBILITY & RESOURCES (ISO14001 4.4.1)

The overall responsibility for implementing the EMS is the Environmental Systems Manager. However staff within the organisation has specific responsibilities for implementing and overseeing the EMS. These are detailed below:

Chief Executive and Head of Corporate Assets:

The Chief Executive and the Head of Corporate Assets have overall responsibility for the EMS, including the environmental policy and providing adequate resources for implementing and maintaining the system on a strategic basis.

Executive Team:

Responsible for reviewing the EMS at least annually.

Executive Directors:

Overall responsibility for the EMS in their relevant regions and directorates and for ensuring that sufficient resources are made available, at a local level, to ensure the efficient operation of the EMS

Environmental Systems Manager:

Responsible for administering the system on a day-to-day basis, including the following specific duties:

- Ensuring the Environmental Policy is implemented through the requirements of the EMS
- Ensuring the EMS is established, implemented and maintained in accordance with ISO14001 requirements
- Reporting on the performance of the EMS to top management for review and to provide a basis for improvement of the system
- Raising Staff Awareness
- Ensuring that objective and targets are being achieved
- Other duties as defined elsewhere in this and related documentation

Facilities Management Teams:

Responsible for recording utilities data, managing waste including the retention of waste documentation and providing adequate resources for implementing and maintaining the system on a day-to-day basis.

EMS Contacts:

The EMS contacts are responsible for assisting in the implementation of the EMS, providing a link to the staff in their offices and depots.

All Staff

To comply with the requirements of the EMS, including conforming to the requirements of the Environmental Policy, Objectives and Targets and compliance obligations.

Related documentation:

[EMS Organogram](#)

[EP-04 Environmental Responsibilities Procedure](#)

4.2 TRAINING, AWARENESS & COMPETENCE (ISO14001 4.4.2)

We have established a training procedure to ensure that all employees whose work may have a significant impact on the environment receive training on the importance of complying with the requirements of the environmental policy, procedures and other requirements of the EMS; the significant environmental effects associated with their work, the environmental benefits of improved performance, and the potential consequences of departing from specified procedures.

Staff and their line managers will assess relevant environmental training needs for the coming year based on the competency framework.

All new staff will undergo environmental awareness training as part of the induction process. Key staff will receive higher-level training as required.

Related documentation:

[EP-05 Training Procedure](#)

4.3 COMMUNICATION (ISO14001 4.4.3)

The NRW manager's monthly guide and EMS Yammer network will provide a way of communicating with all those involved in the EMS process within the organisation.

Resources have been allocated and procedures established for receiving, recording and responding to external communications relating to the organisation's environmental performance dealing with regulatory authorities, the public, suppliers, contractors and staff.

All external communications relating to our environmental performance or ISO14001 standards are referred to the ESM, who is responsible for recording and responding to all such external communications.

Related documentation:

[EP-06 Communications Procedure](#)

4.4 ENVIRONMENTAL MANAGEMENT SYSTEM DOCUMENTATION (ISO14001 4.4.4)

The environmental management system has been set up as a 3 tier structure including the EMS manual, supported by procedures and, where appropriate, operational work instructions. The manual and procedures are generic to the whole organisation however operational instructions are relevant to specific areas of work.

Related documentation:

[EP-07 Environmental Records Procedure](#)

4.5 DOCUMENT CONTROL (ISO14001 4.4.5)

We have established a formal procedure for controlling all documents required for the implementation and maintenance of the environmental management system. The Environmental Systems Manager will retain a full set of EMS documents and will be responsible for their maintenance, ensuring that they remain up to date and effective and that they are regularly reviewed by the relevant persons/groups.

Related documentation:

[EP-08 Document Control Procedure](#)

4.6 ENVIRONMENTAL/OPERATIONAL CONTROL (ISO14001 4.4.6)

Operational control will be applied to all activities associated with the identified significant environmental aspects and legal requirements, within the scope of the EMS.

The Environment Systems Manager will keep all operational control procedures up to date. New or altered procedures will be issued in line with the Document Control Procedure.

Related documentation:

[EP-14 Waste Management Procedure](#)

[EP-15 Buildings Energy Management Procedure](#)

[EP-16 Water Management Procedure](#)

[EP-17 Travel Management Procedure](#)

[EP- 18 Chemical Use & Storage Procedure](#)

[EP- 19 Environmental Incidents & Near Misses Procedure](#)

[EP- 20 Procurement Procedure](#)

[EP- 21 Control of Contractors Procedure](#)

4.7 EMERGENCY PREPAREDNESS & RESPONSE (ISO14001 4.4.7)

The potential for accident and emergency situations is identified in the Register of Environmental Aspects and Impacts and detailed in the Pollution Risk Assessment and Prevention Plan. Where appropriate emergency procedures have been established to cover our response to emergencies.

The Environmental Systems Manager is responsible for ensuring that all incidents are investigated and recorded in the Environmental Incident Log. The Environmental Systems Manager is also responsible for arranging emergency procedures to be tested where practical. Testing should be recorded.

Environmental incidents and near misses will be reviewed at the management review meeting.

Related documentation:

[EP-09 Emergency Preparedness and Response Procedure](#)

[EP-19 Environmental Incidents & Near Misses](#)

5.0 PERFORMANCE EVALUATION (CHECKING & CORRECTIVE ACTION) (ISO14001 4.5)

5.1 MONITORING & MEASURING (ISO14001 4.5.1)

Procedures have been developed to monitor and measure any of the characteristics of our activities which could have a significant effect on the environment; including legislative requirements, performance tracking, operational controls and conformance with the objectives and targets. The Environment Systems Manager has overall responsibility for determining the monitoring programme and allocating responsibility to individuals within the organisation.

Where individuals responsible for monitoring use equipment, which needs to be calibrated, they are responsible for ensuring this is done according to manufacturer's guidance, and are to keep appropriate records.

This information is reviewed periodically and any resulting actions are carried out as appropriate.

Related documentation:

[EP-10 Monitoring & Measurement Procedure](#)

5.2 EVALUATION OF COMPLIANCE (ISO14001 4.5.2)

Evaluation of compliance with compliance obligations is checked as part of the internal audit process. The audit reports and any corrective actions are retained as records. The findings are reported at the management review meetings.

Related documentation:

[EP-12 Internal EMS Audit & Evaluation of Compliance Procedure](#)

5.3 PROBLEM IDENTIFICATION, CORRECTION & PREVENTION (ISO14001 4.5.3)

Corrective and preventive action will be instigated following any identified nonconformity with the requirements of the EMS. The Nonconformity and Corrective and Preventive Action Procedure will specify how this will be achieved and defines the responsibility and authority for handling and investigating a nonconformity. Circumstances, which give rise to a nonconformity, include:

- Failure to observe the requirements of the environmental management system
- A result of environmental audits (internal and external)
- Failure or risk of failure to comply with compliance obligations
- Complaints from sources external to the company

Where nonconformities arise these will be recorded on the nonconformity log and action taken to mitigate any impacts resulting from the nonconformity.

Internal audit, Correction and Prevention action will be a standard agenda item on the Management Review meeting attended by the Chief Executive.

The minutes of the review will be maintained as an EMS record. The Management Review procedure specifies the arrangements and agenda for the review.

Related documentation:

[EP-11 Nonconformity, Corrective & Preventative Action Procedure](#)

5.4 ENVIRONMENTAL RECORDS (ISO14001 4.5.4)

Procedures have been developed for the identification, maintenance and disposition of environmental records. The Environmental Systems Manager will hold all paper records on the EMS, and will be responsible for controlling all electronic versions. All records will be held in the Bangor, Maes Y Ffynnon building unless stated otherwise.

Related documentation:

[EP-07 Environmental Records Procedure](#)

5.5 AUDIT OF THE ENVIRONMENTAL MANAGEMENT SYSTEM (ISO14001 4.5.5)

The audit of our EMS will be determined on a risk based approach and will be carried out by the ESM and additional staff as necessary who will be fully trained to carry out this function. The audit programme will be designed and reviewed on an annual basis by the ESM. Procedures for these audits have been established in order to determine whether the management system is functioning properly and to provide information to management.

Related documentation:

[Audit Programme](#)

[EP-12 Internal EMS Audit & Evaluation of Compliance Procedure](#)

6.0 MANAGEMENT REVIEWS (ISO14001 4.6)

Regular reviews of the environmental management system take place to ensure its continuing suitability, adequacy and effectiveness.

6.1 PROTOCOL FOR MANAGEMENT REVIEW

Management Reviews will be carried out at least once a year and will be attended by the Chief Executive, the Executive Team and the Head of Corporate Assets. Performance against Objectives and Targets as well as any problems associated with the EMS will be discussed. The following issues are to be addressed during the review:

- Follow up actions from previous management reviews
- Environmental performance
- Environmental Aspects & Impacts
- Review of EMS Objectives & Targets
- Environmental Incidents
- Communication from external parties, including complaints
- Nonconformity, Corrective and Preventative Actions
- Results of Internal Audits and evaluation of compliance with legal and other requirements
- Changing circumstances, including developments in legal and other requirements related to our environmental impacts
- Recommendations to ensure continual improvement

The Environmental Systems Manager will provide suitable information to allow an effective review to be undertaken. The review will address the possible need for changes to the policy, objectives and targets, and any other element of the system in the light of the audit findings, changes in circumstances and the commitment to continual improvement.

The minutes of the review will be maintained as an EMS record.

Related documentation:

[EP-13 Management Review Procedure](#)