

ISO 14001:2015
Environmental Management
Systems Manual

[Preview]

[Company Name]

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SAMPLE

4.2 Understanding Requirements and Expectations of Interested Parties

Interaction of [Company Name] with the interested parties (fig. 4.2-01) includes:

- defining interested parties relevant to the EMS;
- monitoring and analysis of interested parties’ needs and expectations.

Defining interested parties relevant to the EMS is carried out in the management review (sec.9.3).

Monitoring and analysis of interested parties’ needs and expectations is conducted on a regular basis in accordance with the diagram shown in Fig. 4.2-01.

Interested party	Basic Needs and Expectations of the Interested Party	Form of Information about Interested Parties Needs and Expectations
Owners Stakeholders	Minimization of risks and losses, including penalties. Increase of market capitalization	Shareholders (owners) Meetings minutes – reviewed by the Leadership
State via Legislative and regulatory bodies (local, regional, state / provincial, national or international)	Clean environment, as the State sustainable development component. Compliance with national laws and international standards	Compliance obligations are reviewed by the Department of Environmental Management
Society	Absence of negative impact on human health and the environment	External communication (sec.7.4.3)
Employees	Minimizing negative impact on health	Internal communication (sec.7.4.2)
Customers	Absence of negative impact of products or services on the customers’ health.	Customer relations information - analyzed and used in advertising by marketing and sales services



Interested party	Basic Needs and Expectations of the Interested Party	Form of Information about Interested Parties Needs and Expectations
	Moral satisfaction from the fact that the customer does not pollute the environment when using products or services.	

Fig.4.2-01. Monitoring and Analysis of Interested Parties Needs and Expectations Diagram

The two-way communication is carried out between the organization and the interested parties, that includes the transfer of information about the organization's activities and the EMS.

The results of monitoring and analysis of the interested parties needs and expectations are taken into account:

- when defining the scope of the EMS (sec. 4.3.);
- in the Management Review (sec. 9.3);
- in operational planning and control (sec.8.1).

4.3 Determining the Scope of the Environmental Management System

The Scope of the [Company Name] EMS is established based on the factors presented on fig.4.3-01.

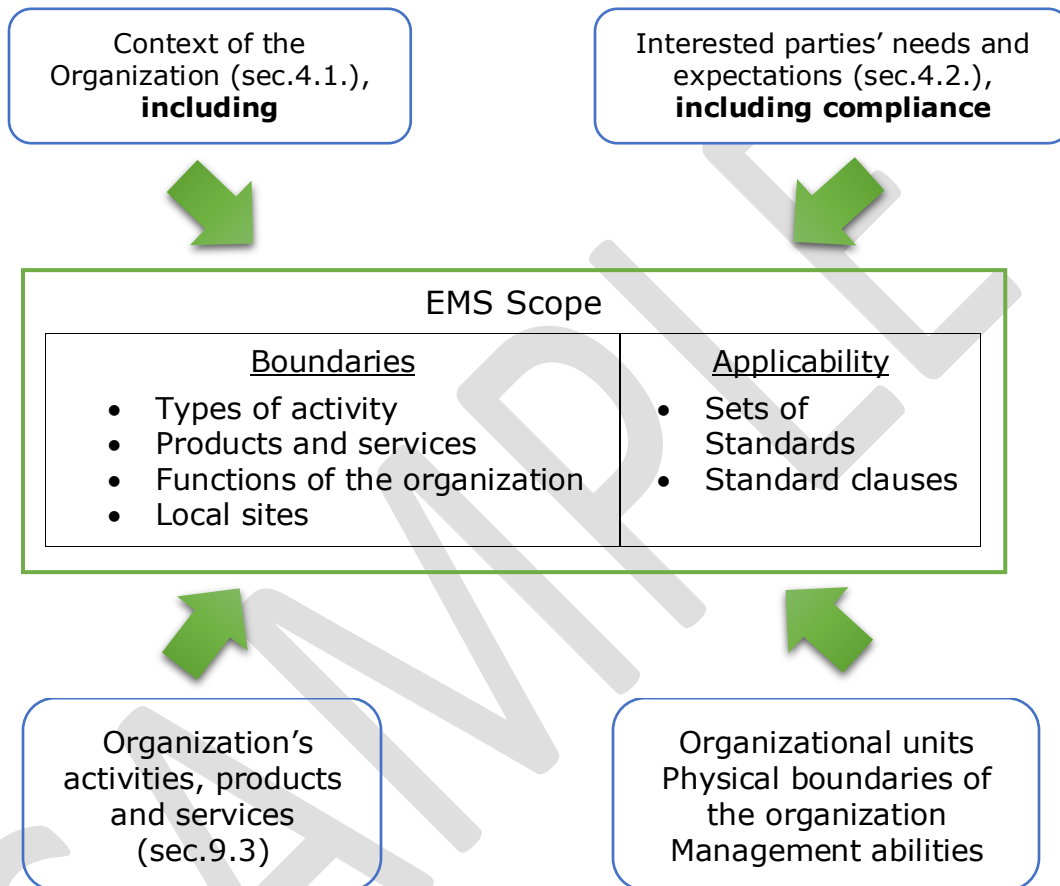


Fig.4.3-01. Diagram of factors that are taken into account when defining scope of the [Company Name] EMS.

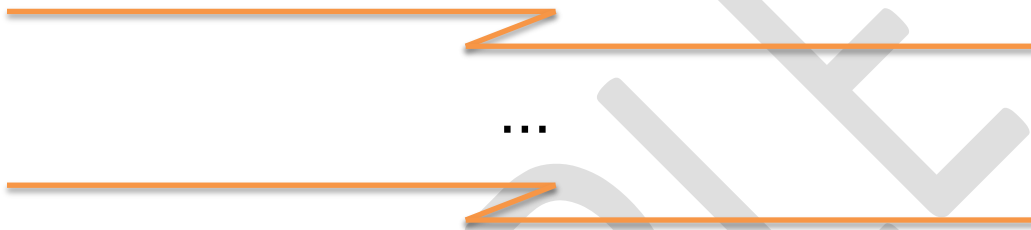
The Scope of the [Company Name] EMS covers:

- All processes of [Company Name]’s subdivisions *[list the subdivisions/processes if anything is excluded]*;
- All sites of the Organization *[list the sites if anything is excluded]*;
- Products covered by the EMS:
 - Click to enter Product/Service Name



- Click to enter Product/Service Name
- Click to enter Product/Service Name
- Requirements of international standard ISO 14001:2015.

The information about the scope of the EMS is available to all interested parties via communication (sec.7.4).



6.2 Environmental objectives and planning to achieve them

Measurable environmental objectives are set for the year on two levels:

- [Company Name] environmental objectives and
- environmental objectives of the process (or structural subdivision) that are of scope of the EMS.

This approach ensures integration of environmental objectives into the business processes of the organization.

a) [Company Name] environmental objectives for the following year are adopted during management review (sec.9.3) at the end of the current year and reflect implementation of Strategic directions of development and [Company Name] environmental policy (sec.5.2);

[Company Name] development program for the year is drafted to plan achieving [Company Name] environmental objectives and includes:

- environmental objectives wording (Program sections) and tasks that have to be implemented to achieve each goal (Program sub sections);
- name of the process (or structural subdivision);
- responsible for the implementation;
- deadlines;
- resources (budget);

- report type (results evaluation).

[Company Name] development program is discussed by the leadership (sec.9.3) and approved by the director. Program implementation is reviewed by the management at least quarterly.

If necessary (for example, in case of a change of the context of the Organization, or based on the results of addressing risks and opportunities) leadership can update or enhance the [Company Name] development program.

[Company Name] development program is maintained as documented information (sec.7.5) and is communicated to the personnel (sec.7.4).

b) Environmental objectives of the process (or structural subdivision) are set by the process owner (or structural subdivision manager), based on the analysis of two components:

- Tasks resulting from [Company Name] development program for the year;
- Tasks aimed at minimizing environmental impacts associated with environmental aspects of the process (or subdivision), using own resources.

Process owner (or structural subdivision manager) communicates environmental objectives to the personnel during the meetings and reviews their implementation at least quarterly.

Environmental objectives are communicated (sec. 7.4) to persons working under the management of the organization, including subcontractors, which have the ability to influence environmental performance.

EMS planning generic diagram is given on the Fig.6.2.

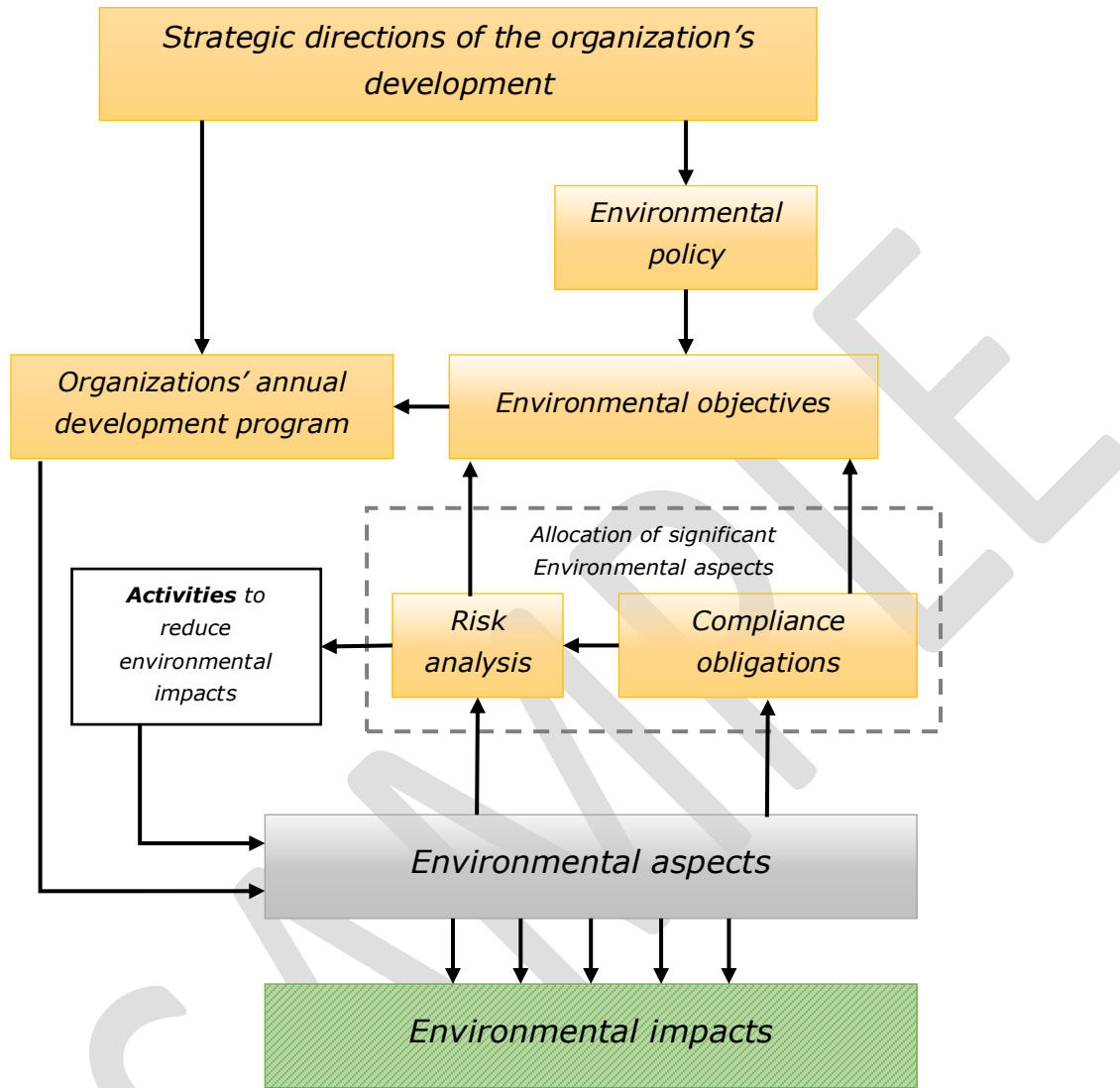


Fig.6.2-01 Diagram of planning in the Environmental Management System

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