

Environmental Management System- Documented Information Index

Institution: University of Worcester

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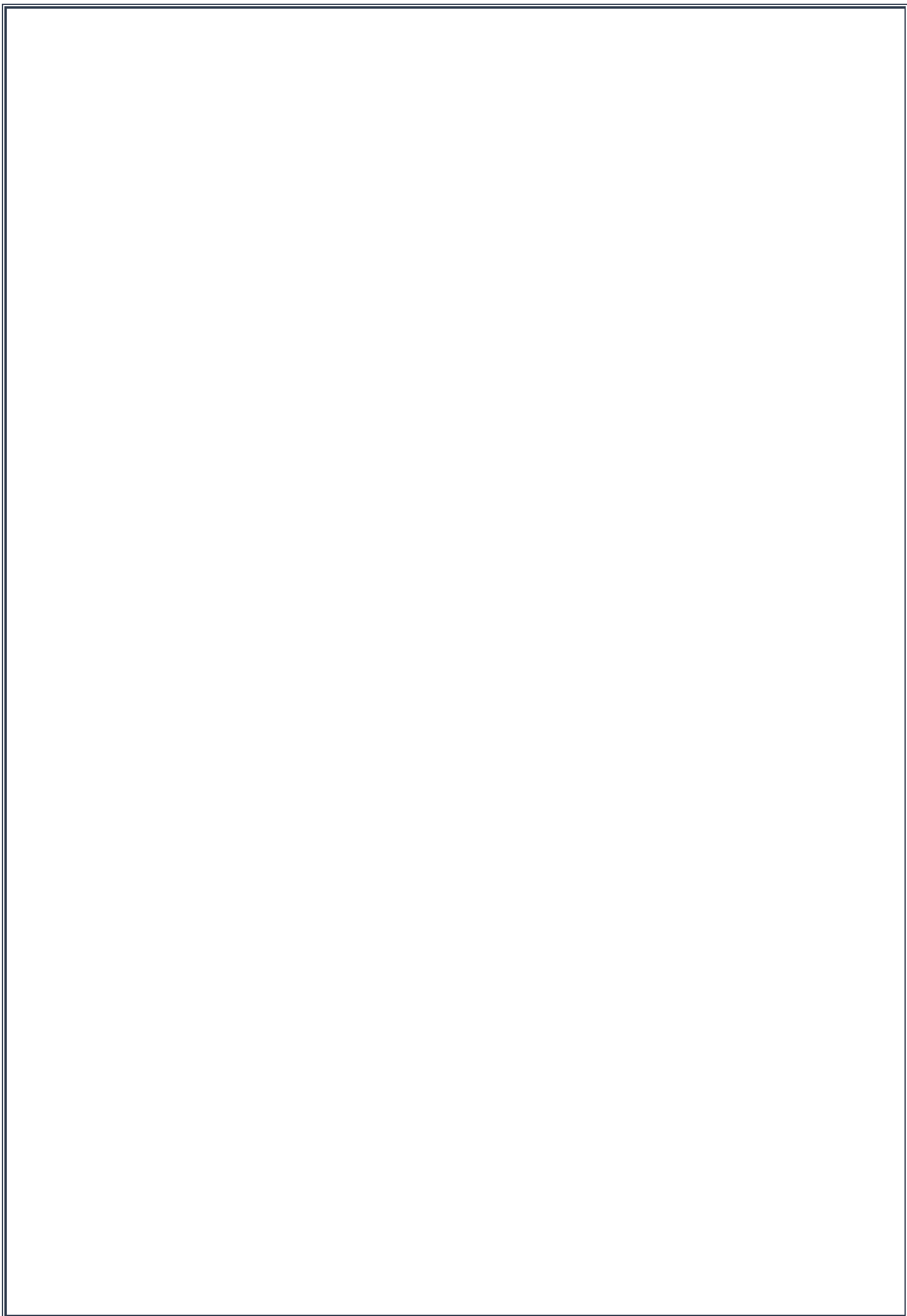
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The aim of this Index is to explain the core documented information of the EMS/EnMS. It contains information on the institution's activities, products and services and the institution's management structure. It also acts as an index for locating key documents in accordance with the specifications of the EcoCampus Scheme and ISO 14001:2015 and ISO 50001:2018

A. SCOPE

The University of Worcester occupies the following sites:

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



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

The main activity of the University is to provide an academically rewarding, personally-fulfilling experience for students. The institution aims to improve environmentally-

sustainable practices in all aspects of University life, including business travel and commuting which are external to university campuses.

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

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

Schools are grouped into 3 Colleges.

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

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

The EnMS scope includes the University's two major fuels type of natural gas and electricity. In the academic year 2018/19 the University consumed 15,195,566 kWh, with natural gas accounting for 64% and electricity accounting for 36% consumption.

Students and Staff

In 2021 the student head count was 8,516. The University is a major local employer, with about 1,120 members of staff.

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

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

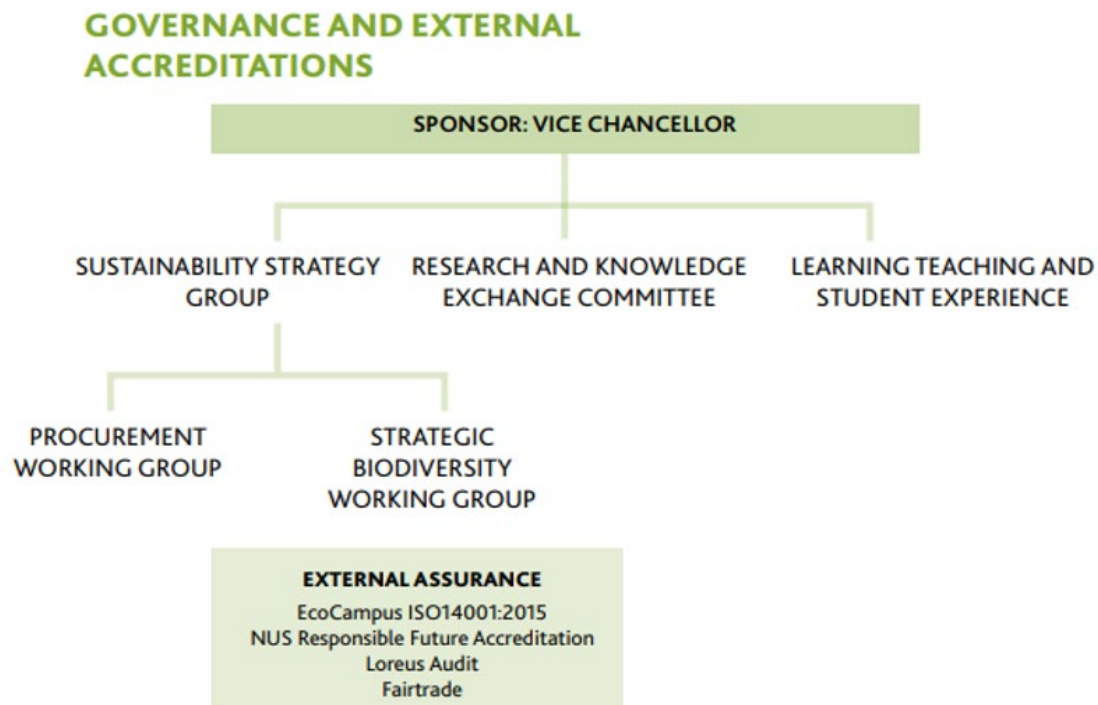
All interested parties relevant to the EMS/EnMS and their requirements in terms of need and expectations, including legal compliance have been identified in the **Log of Interested Parties**.

B. ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS

BRONZE PHASE I – PLANNING

1.1 Leadership and Commitment

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



Integration within business processes across the institution is ensured through Vice Chancellor who is a member of the Vice Chancellors Executive Board being the Lead for Sustainability at the University of Worcester. There is representation from all students and staff via key committees and subgroups, the key committees being the Sustainability Strategy Group, the Research and Knowledge Exchange Committee, and the Learning and Teaching and Student Experience Committee. Key Working Groups include the Procurement Working Group and Strategic Biodiversity Working Group.

The annual management review is undertaken by the Sustainability Strategy Group (SSG). The Vice Chancellor presents findings from SSG at University Executive Board and the Audit Committee of the Board of Governors.

Process 1.1.1 Leadership and EMS/EnMS Scope is in the online Sustainability Manager (Procedure's module) under EMS/ 1.1 Leadership and Commitment.

2.2 Context of the Institution

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

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

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

SILVER PHASE 2 - IMPLEMENTATION

2.1 Compliance Obligations

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

Mandatory Legal Requirements

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

Other Compliance Requirements

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

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

2.2 Environmental Aspects

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

All environmental aspects and associated environmental impacts are detailed and ranked in order of significance in the **Aspects and Impacts Register**. This and other documented information on environmental aspects is accessed via the online SharePoint in the Context Review folder.

2.3 Planning Action

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

2.4 Environmental Objectives

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

The EMS Manager regularly monitors progress (at least 5 times per year) and reports to Top Management, as part of the management review process. Objectives are reviewed at least annually or earlier if an Audit and/or Management Review identifies the need for change. During this process, Top Management ensures the objectives are consistent with the institution's Sustainability Policy.

Environmental objectives and planning actions are detailed in the Annual Sustainability Report which can be accessed via the online SharePoint or the University's website.

Environmental Indicators are also set to monitor and measure the progress of environmental objectives. These can also be found in the Annual Sustainability Report which can be accessed via the online SharePoint or the University's website.

2.5 Sustainability Policy

Process 2.5.1 Sustainability Policy explains how the institution's sustainability policy is written and revised. This procedure and the institution's current **Sustainability Policy** are located in the online SharePoint.

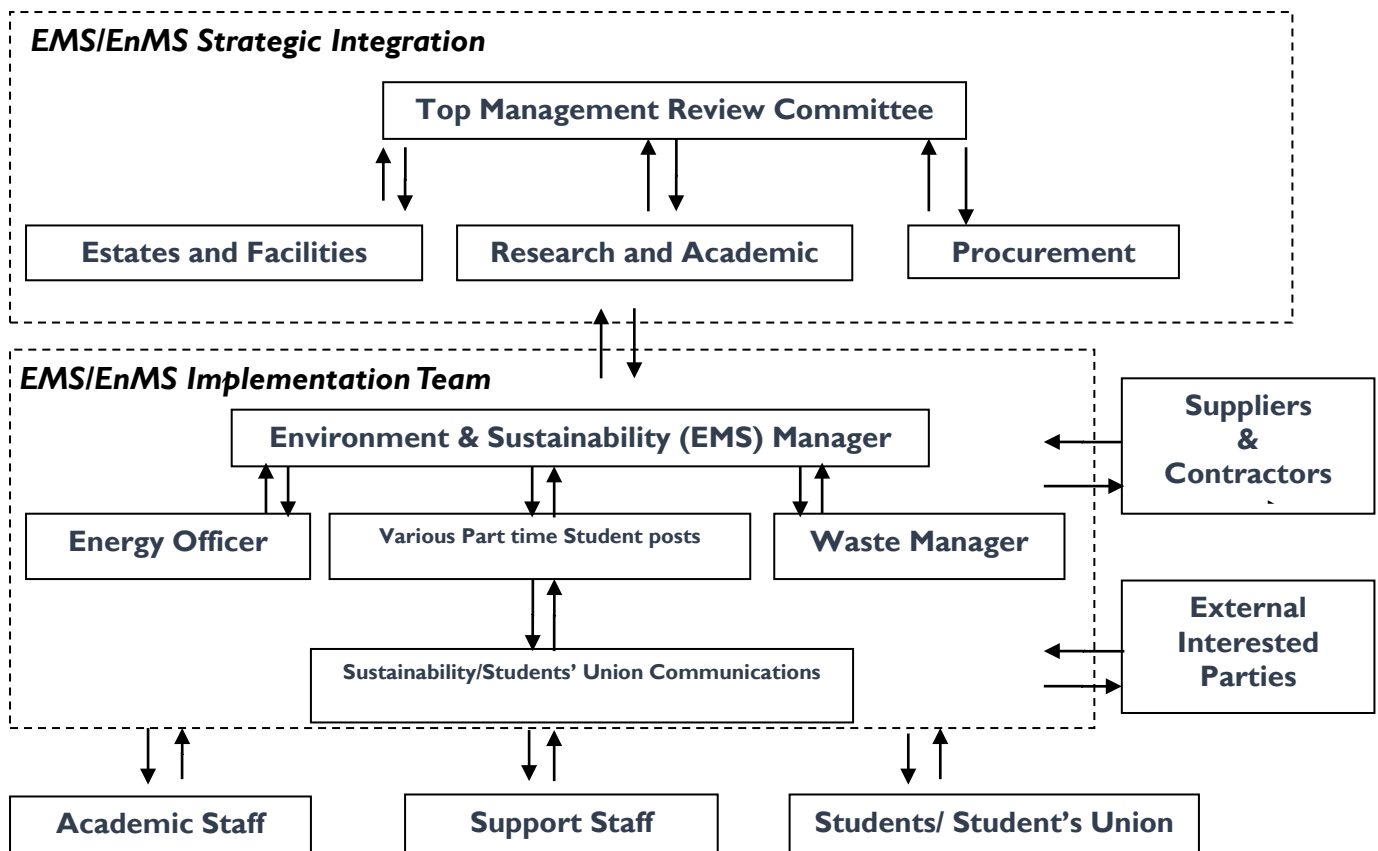
The institution ensures the Sustainability Policy and Environmental Objectives are compatible with the institution's strategic direction and incorporate good environmental practices to continually improve the institution's environmental performance to meet compliance obligations and protect the environment. To achieve this, top management is committed to implementing an EMS/EnMS that conforms to the requirements of the EcoCampus Scheme, ISO 14001:2015 and ISO50001:2018.

GOLD PHASE 3 – OPERATION

3.1 Institutional Roles, Responsibilities & Authorities

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

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



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

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

Top Management Review Committee:

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

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

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

EMS Manager:

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

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

Sustainability Strategy Group:

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

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

Staff

All staff:

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

Specific staff:

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

Students:

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

Suppliers/Contractors:

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

External Interested Parties:

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

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

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

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

Competence and Awareness

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

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

Environmental competence and awareness documents are detailed within the **Roles, Responsibilities & Training Spreadsheet**, which can be accessed via the online SharePoint in the Roles and Responsibilities Folder. All training records are held by relevant managers.

3.3 Communication

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

3.4 Documentation

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

All documented information can be found in their respective folder in the online SharePoint. Obsolete EMS/EnMS documents are automatically archived by the document control system and kept for three years.

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

Fig. 2 The structure of the document control system

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

6.4 Energy performance indicators – Energy performance indicators are defined in the Energy & Water Management Strategy (EWMS) and reviewed annually in the Energy Review.

6.5 Energy baseline – the Energy baseline is defined in the EWMS.

6.6 Planning for collection of energy data – data collection outlined in operational procedure Energy and Waster operation procedure.

3.5 Operational control

Process 3.5.1 Operational Control describes how the institution's operations are identified and controlled. Detailed operational procedures are used to ensure that all activities are correctly carried out and monitored. These documents are used to reduce the environmental impacts of all the processes associated with the organisation's significant environmental aspects and to ensure compliance with relevant environmental legislation.

All operational control processes developed are in the online SharePoint in the Controlled Documents folder.

3.6 Emergency preparedness and response

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

The **Environmental Incident Report Form** for recording accident and emergencies is located online via the SharePoint.

GOLD PHASE 4 – CHECKING & CORRECTING

4.1 Monitoring, measuring, Analysis and Evaluation

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

4.2 Evaluation of compliance

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

- Determining the frequency that compliance will be evaluated

- Evaluating compliance and acting as and when needed
- Maintaining knowledge of compliance through Process 2.1.1 Compliance Obligations

Internal Audit Report Forms for undertaking compliance auditing can be found in the online SharePoint in the Audit folder. Previous compliance audits can also be viewed.

4.3 Nonconformity and Corrective Action

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

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

The **Environmental Incident Report Form** for recording non-conformances is located online via the SharePoint in the Non-Conformities folder. **Non-conformity, corrective and prevention action log** records identified to non-conformities and action to resolve them and their root causes.

4.4 Internal Audit

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

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

A team of Internal Auditors are co-ordinated by the EMS Manager to carry out a programme of internal audits. All documented information regarding audits can be found in the online SharePoint in the Audit folder.

4.5 Management review

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

The **Management Review Committee** is chaired by **Top Management**. It meets at least annually and is minuted to record all outputs and conclusions regarding the

review of the EMS/EnMS. Copies of these minutes can be accessed via the online SharePoint in the Records folder.