

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Date of Issue: XX/XX/XXXX Page 6

Doc: XYZ/EM

CMR

DOCUMENTATION

FOR

ENVIRONMENTAL MANAGEMENT SYSTEM

(AS PER ISO 14001:2004)

OF

XYZ (P) LTD

Consisting of:

1. _____

Doc: XYZ/EMS Documentation

Issue No. 01, Date of Issue – XX/XX/XXXX

Notes

1. This is the Documentation evolved at XYZ Pvt Ltd in connection with the installation of Environmental Management System (EMS)
2. This manual is a confidential document for internal use in ----- . It shall neither be reproduced in any form nor used for any purpose except with the written permission of the _____
3. Provisions given in this Manual will supersede those given in any other document on related topics, in circulation at present.

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM
Date of Issue: XX/XX/XXXX Page 6
CMR

1. **Purpose:** To give description of the ----- organization and the management support structure for EMS.

2. **Scope:** The ----- in reference to EMS

3. **Profile of -----:**

4. **Organization Chart** – Please see Annex A.

5. **Process Flow Diagram** – Please see Annex B.

6. **Responsibility & Authority of Key Functionaries:** The responsibility and authority of all key functionaries of ----- have been documented and are available for reference for any employee.

7. **Adoption of Standard & Scope of EMS at -----:** ----- has decided to adopt:
i) **ISO 14001:2004 (EMS) Environmental management systems – Requirements with guidance for use,**

The scope of EMS at ----- includes:

- a) All activities, products and services within premises
- b) Compliance of applicable legal and other requirements

8. **Management Support Structure for EMS**

8.1 **Management Representative(s):** The ----- has made appointments of the following functionaries through a communication issued by the Partner, assigning the following responsibilities:

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 3/ 6

CMR

-
- i) Chief Management Representative (CMR)
 - a) Ensuring that the EMS are established, implemented and maintained in -----
---- in accordance with ISO 14001:2004.
 - b) Reporting to top management on the performance of the EMS for review, including recommendations for improvements.
 - ii) Management Representative for EMS (MRE) to work in the areas of EMS

8.2 Core Group (CG) and Management Review Committee (MRC): ----- has constituted a single body which combines the services of CG and MRC through a communication issued by the MD, with the composition as follows:

Chairperson – Partner (Mr. _____)
Members – A few senior functionaries of -----
Member Secretary – MRC

CG/MRC has been assigned the responsibilities of ensuring the continuing suitability, adequacy and effectiveness of the EMS

MD is empowered to modify the size and scope of CG/MRC at any time. The CG/MRC meetings (MRM) will be held as frequently as necessary in the initial stages of installation of EMS. Later on when the Systems become well established and stabilized, the MRM will be held less frequently but at least once in six months.

9. EMS PROCEDURES –

1. **Doc: -----/CP/01 Procedure for identifying and accessing statutory and other requirements relevant to EMS** – Clause 4.3.2 of ISO 14001:2004
2. **Doc: -----/CP/02 Procedure for training of employees**– Clause 4.4.2 of ISO 14001:2004
3. **Doc: -----/CP/03 Procedure for internal and external communications related to EMS** – Clause 4.4.3 of ISO 14001:2004
4. **Doc: -----/CP/04 Procedure for preparation of EMS documents** – Clause 4.4.4 of ISO 14001:2004
5. **Doc: -----/CP/05 Procedure for numbering of EMS documents** – Clause 4.4.4 of ISO 14001:2004
6. **Doc: -----/CP/06 Procedure for control of EMS documents** – Clause 4.4.5 of ISO 14001:2004
7. **Doc: -----/CP/08 Procedure for corrective actions** – Clause 4.5.3 of ISO 14001:2004
8. **Doc: -----/CP/09 Procedure for preventive actions** – Clause 4.5.3 of ISO 14001:2004

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 6

CMR

-
9. Doc: -----/CP/10 Procedure for internal audit – Clause 4.5.5 of ISO 14001:2004
 10. Doc:-----/CP/38 Procedure for inputs from ----- staff for continual improvements in EMS.
 11. Doc:-----/EP/4.3.1/01 Procedure for environmental aspects
 12. Doc:-----/EP/4.4.6/01 Procedure for maintenance of water tank
 13. Doc:-----/EP/4.4.6/02 Procedure for collection, treatment and disposal of waste
 14. Doc:-----/EP/4.4.6/03 Procedure for DG sets
 15. Doc:-----/EP/4.4.6/04 Procedure for drinking water station
 16. Doc:-----/EP/4.4.6/05 Procedure for water supply and sanitation
 17. Doc: -----/ EP/4.5.1/01 Procedure for testing and maintaining equipments
 18. Doc:-----/EP/4.5.2/01 Procedure for evaluation of compliance

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 7/6

CMR

CURRENCY STATUS OF EMS DOCUMENTS

Doc:-----/	Revision Status	Revision Date	Highlight of modifications/addition/deletion	Signature of MRE/MRH
(1)	(2)	(3)	(4)	(5)

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 6

CMR

-
1. **Purpose:** To address each activity clause of **ISO 14001:2004 Environmental management systems – Requirements with guidance for use**, illustrating how ----- interprets them and plans to meet the requirements of those clauses in its EMS.

Note – To ensure clear understanding of the contents and intents of each clause of ISO14001:2004 (Clause 4 onwards) and to facilitate quick reference, para number 4 onwards match exactly the clause number of the standard

2. **Scope:** The EMS in ----- covers all activities, operations and services
3. **Responsibility:** For EMS, ----- has constituted a cg/MRC (see para 8.2 of Doc: -----/AM) and has appointed MR (see para 8.1 of Doc: -----/AM) to carry out the responsibilities as stated therein.

4. **Environmental Management System (clause 4 of ISO 14001 : 2004)**

4.1 : **General (clause 4.1 of ISO 14001 : 2004)** - ----- has established and is maintaining an EMS, meeting the requirements of ISO 14001 : 2004. The two premises of ----- covering all activities, products and services (taken and rendered) have been included in this EMS

4.2 : **Quality Management System (QMS) and Environmental Policy (clause 4.2 of ISO 14001 : 2004)** - ----- has established the following integrated Quality and Environmental Policy:

We at _____, _____ (-----) subscribe to the ideal of customer satisfaction and preservation of environment on the principles of sustainable development. We commit ourselves to:

- i. Continually improve our operational practices through the use of Environmental Management System (EMS) procedures and planning;*
- ii. Comply with customer, legal and other requirements in the delivery of our services*
- iii. Set our environmental objective as a part of our management frame and continually review them for their appropriateness and suitability*
- iv. Communicate our this Environmental policy and goals and documentation to all persons working for or on our behalf and also to the public as necessary*
- v. Minimize pollution, reduce waste and minimize the consumption of resources (including materials and energy) in all our operations*

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Doc: XYZ/EM

Issue No. 01,

Revision Status:00,

Date of Issue: XX/XX/XXXX Page 7 6

Approved by:

Issued By:

CMR

4.3 Planning (Clause 4.3 of ISO 14001: 2004)

4.3.1 **Environmental Aspects (clause 4.3.1 of ISO 14001: 2004)** – ----- has established **Doc: -----/EP/4.3.1/01 Procedure for Environmental aspects.** This procedure document is used for identifying the Environmental aspects related to all activities, operations and services at ----- (which are within the scope of EMS) and assessing their impacts. This procedure document is also used to establish the significance of such aspects and prioritize them for establishing, implementing and maintaining the EMS. The significant aspects are at the starting point of the EMS. The same procedure document is also used for keeping the information up-to-date so that the influences of both planned and new developments and new or modified activities (including projects) and the changes in legal requirements (if any) are taken into account.

4.3.1.1 In accordance with the above procedure document, Initial Environment Review (IER) has been conducted to identify and evaluate Environmental Aspects and Impacts of all activities, operations and services at ----- . The updating of Environmental Aspects and Impacts are done by conducting an Environmental Review (ER) once a year by the MRE with the help of CG/MRC.

4.3.1.2 Record of significant aspects is kept up-to-date by MRE. On the basis of identified significant Environmental aspects, Environmental objectives have been established, which will be updated periodically as stated in the procedure document.

4.3.1.3 ----- Tackles the significant Environmental Aspects by one or a combination of following activities:

- i. Drawing up a procedure for eliminating or reducing the environmental impacts
- ii. Providing training on the implementation of good practices and/or the procedures [see (a) above]
- iii. Putting signage at relevant places as a non-verbal and continuous reminder to employees, customers and visitors about the training imparted, and
- iv. Drawing up Environmental Management Programs (EMPs), for situations where physical changes at site or equipment or technology might be required for eliminating or reducing the environmental impacts. Normally, EMPs are followed by Setting up procedures and/or training and/or signage.

4.3.2 **Legal and other Requirements (clause 4.3.2 of ISO 14001: 2004)** – ----- has established **Doc: -----/CP/01 Procedure for identifying and accessing**

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 6

CMR

statutory and other requirements relevant to QMS and EMS. This procedure document details out how ----- identifies and accesses the legal requirements related to its QMS and EMS. It also illustrates the method of determining the legal requirements applicable to QMS and EMS and ensures their compliance on a sustained manner.

- 4.3.3 **Objectives, Targets and Programme(s) (clause 4.3.3 of ISO 14001: 2004)** – Arising out of the IER, ----- has drawn up Environmental objectives and targets for its various activities, operations and services, in accordance with its stated Integrated Quality and Environmental Policy (see 4.2 above). These objectives are periodically reviewed at MRMs. The records are available with the MRE.

On the basis of the environmental objectives, ----- has drawn up a number of Environmental Management Programmes (EMPs), for details see 4.3.1.3 above. These programmes include the details regarding delegation of responsibility for achieving objectives and targets at each relevant function and level of the organization, the means and time frame by which they are to be achieved. Where necessary, for any new activity or development, the relevant programme(s) are amended by the MRC. The progress in these EMPs are reviewed by MRC periodically, (once in six months or earlier).

4.4 Implementation and Operation (clause 4.4 of ISO 14001: 2004)

- 4.4.1 **Resources, Roles, Responsibility and Authority (clause 4.4.1 of ISO 14001: 2004)** – ----- is committed to ensure all necessary resources for establishing, implementing, maintaining and improving the EMS. These resources include imparting the necessary knowledge about EMS to all employees appropriately, organizing training for developing specialized skills, organizational infrastructure, technology and financial resources. The ----- organizational structure in respect of EMS is described in Para 4 of Doc: -----/AM. However, for addressing the various EMS specific activities, the following roles and responsibilities and authorities are applicable:

Roles	Responsibility	Authority
1. Provision of resources	MD	MD
2. Conduct of IER (including identification and determination of Environmental aspects and their impacts with due consideration of the legal obligations)	MRE & MRC	MD
3. Development of EMS Policy and Objectives, Targets & EMPs	MRC	MD
4. Implementation of EMS Manuals	All staff, MRC & MR	MD

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 6

CMR

5. Implementation and monitoring of Individual EMPs	MRE and/or specific functionary	MD
6. Communicating the EMS requirements to all who work for or on behalf of -----	MRE	MD
7. Compliance to statutory & other requirements	All HODs & MRE	MD
8. Ensuring continual improvements	MRE & MRC	MD
9. Conduct of internal audits	MRE	MD
10. Identification of training needs	MRE	MD
11. Preparation of EMS documentation	MRC & MRE	MD
12. Monitoring and review of EMS	MRC & MRE	MD
13. Conduct of Management reviews	MRE	MD
14. Conduct of subsequent ERs (see 2 above)	MRE & MRC	MD
15. Participation in EMS activities outside -----, as required	All staff	MD
16. Liaison with the Consultant	MRE	MD
17. Liaison with Certification body Further, ----- has appointed a MRE and constituted MRC (see para 8 of Doc: -----/AM).	MRE	MD

4.4.2 **Competence, Training and Awareness (clause 4.4.2 of ISO 14001: 2004)** – With a view to ensuring that any person performing a task for ----- or on behalf of -----, that have the potential to cause a significant Environmental impact(s) have the necessary competency, ----- has used parameters like appropriate education, training or experience. ----- has identifies training needs associated with the Environmental aspects and the EMS at its reviews and other interactions amongst management and employees. ----- has formulated **Doc: ----- /CP/02 Procedure for training in EMS for employees (permanent and temporary) and contractors' workers**, which covers:

- i. The necessary awareness about EMS to all its staff members, which included adequate emphasis on the need to conform to the legal and other requirements and how to ensure the success of EMS implementation.
- ii. Training in documentation, identification of elements relevant for maintaining quality in work and Environmental aspects and impacts, MR's functions and internal auditing to selected personnel who are to carry out these duties.
- iii. The understanding of individual roles and responsibilities towards EMS
- iv. The understanding of the potential consequences of departure from the specified operating procedures.

Additionally, ----- has also decided to impart the necessary training, wherever needed to staff members for ensuring the adequate and effective

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 106

CMR

implementation of EMS. Further, ----- constantly endeavors to achieve skill up-gradation, training and career development of ----- employees. Reviews are conducted on the staff performing different EMS related tasks in relation to their competency through their education, training and experience. Further, ----- maintains records to demonstrate that the training needs have been met adequately.

- 4.4.3 **Communication (Clause 4.4.3 of ISO 14001: 2004)** – ----- has formulated **Doc: -----/CP/03 Procedure for internal and external communications related to EMS**, to ensure that significant Environmental aspects are duly taken care of and not lost sight of. The internal communications relate to those among the various levels and functions and the external communications relate to receiving, documenting and responding to relevant communications. Normally MRs keep the records related to internal and external communications appropriately.
- 4.4.4 **Documentation (Clause 4.4.4 of ISO 14001: 2004)** – In addition to this EM, ----- has formulated the following documents:
- ii. **Doc: -----/CP/04 Procedure for preparation of EMS documents**
 - iii. **Doc: -----/CP/05 Procedure for numbering of EMS documents**
- and a series of other CPs, QPs and EPs to cover the various clauses of ISO 14001:2004. The records as relevant for each have been stated in those documents respectively.
- 4.4.5 **Control of Documents (Clause 4.4.5 of ISO 14001: 2004)** – ----- has formulated the two documents mentioned at para 4.4.4 above which illustrate the method of approval and issue, review and effecting changes as required from time to time. Further, ----- has **Doc: -----/CP/06 Procedure for control of EMS documents** and **Doc: -----/CP/37 Procedure of Control of records** which covers methods to ensure that all documents (including those of external origin) are:
- a) Easily located
 - b) Periodically reviewed, revised as necessary and approved for adequacy by authorized personnel
 - c) Available in their current versions at all locations for effective functioning of EMS and obsolete versions are kept out of reach of personnel for any unintended use (only MRs keep in archives a few copies of obsolete documents for legal and/or knowledge preservation purposes only, duly marked as OBSOLETE)
 - d) Management of documents of external origin needed for EMS

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 1/16

CMR

The control of documents ensures and includes identification and distribution and control of documents containing information related to changes in applicable legal requirements, license to operate, etc.

4.4.6 **Operational Control (clause 4.4.6 of ISO 14001: 2004)** – ----- has identified

the various operations (activity) related to various identified significant Environmental aspects in line with policy, objectives and targets and operational control procedures have been established, implemented and maintained. A large number of procedures for EMS have been formulated. Additionally the following EMS specific documents have also been formulated:

- a) **Doc: -----/EP/4.4.6/01 Procedure for maintenance of water tanks**
- b) **Doc: -----/EP/4.4.6/02 Procedure for collection and treatment/disposal of various types of wastes**
- c) **Doc: -----/EP/4.4.6/03 Procedure for operation of DG set**
- d) **Doc: -----/EP/4.4.6/04 Procedure for drinking water stations**
- e) **Doc: -----/EP/4.4.6/05 Procedure for water supply and sanitation**

These procedures have been established with operating criteria to cover situations where their absence can lead to deviations from the Environmental Policy, objectives and targets.

4.4.7 **Emergency Preparedness and Response (clause 4.4.7 of ISO 14001: 2004)** – -----

----- has formulated **Doc: -----/CP/36 Procedure for emergency preparedness and response** which covers means to:

- i. identify, prevent and mitigate the impacts of potential emergency situations and accidents
- ii. review and revise its emergency preparedness and response procedures after the occurrence of accident or emergency situations where necessary
- iii. test periodically these procedures and plans to be confident of their effectiveness.

4.5 **Checking (Clause 4.5 of ISO 14001: 2004)**

4.5.1 **Monitoring and Measurement (clause 4.5.1 of ISO 14001: 2004)** – -----

periodically monitors and measures the actual achievements of EMS objectives, targets and applicable operational controls, to strengthen the monitoring elements which are essential for facilitating improvements. The monitoring and measurement instruments are kept in perfect and accurate working condition through **Doc: -----/EP/4.5.1/01 Procedure for testing and monitoring equipment.**

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 1/26

CMR

-
- 4.5.2 **Evaluation of Compliance (clause 4.5.2 of ISO 14001: 2004)** – As stated in para 4.5.1, ----- has formulated **Doc: -----/EP/4.5.2/01 Procedure for evaluation of compliance** to periodically evaluate compliance of legal Environmental requirements and other applicable requirements and the records of evaluation are kept.
- 4.5.3 **Non-conformity, Corrective Action and Preventive Action – (Clause 4.5.3 of ISO 14001:2004)** – ----- executes corrections to all non-conformity as detected at the earliest. Where such corrections are not possible, ----- has formulated **Doc: -----/CP/08 Procedure for corrective actions. Further ----- has also formulated Doc: -----/CP/09 Procedure for preventive actions.** These two procedures cover:
- Investigating and determining causes of actual non-conformities and to take corrective actions to prevent recurrence.
 - Investigating potential non-conformities and assessing need for preventive actions
 - Reviewing the effectiveness of corrective and preventive actions.
- 4.5.4 **Control of Records (clause 4.5.4 of ISO 14001: 2004)** – ----- ensures that the records necessary to demonstrate conformity of the requirements of EMS (ISO 14001:2004) and the results achieved are properly maintained. Control of these records include:
- Legibility and identifiable
 - Properly indexed and maintained according to retention time
 - Properly maintained by the appropriate functionary
 - Reviewed prior to disposal
- The individual staff connected with an activity maintains the records safely in his/her custody. Records include:
- Information on compliance with applicable legal requirements and other requirements to which ----- subscribes
 - Details of non-conformities and corrective and preventive actions
 - Results of EMS audits and management reviews
 - Information on Environmental attributes of products (e.g. chemical composition and properties)
 - Evidence of fulfillment of objectives/targets
 - Information on participation in training
 - Permits. Licenses or other forms of legal authorization
 - Results of inspection and calibration activities, and
 - Results of operational controls (maintenance, design, manufacture)

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 136

CMR

4.5.5 **Internal Audit (clause 4.5.5 of ISO 14001: 2004)** – Under its EMS, ----- had formulated **Doc: -----/CP/10 Procedure for internal audit**. This document is to help ----- to:

- a) Determine whether the EMS:
 - i. Conform to planned arrangements and the requirements of the two ISO standards
 - ii. Have been properly implemented and is maintained, and
- b) Provide information on the results to management

For internal audits, the procedure ensures that:

- a) Audits are conducted at planned intervals
- b) Auditors selected are competent to ensure an objective and impartial audit
- c) The audit program is maintained – i.e. updated if scheduled audits are not conducted as scheduled (slippage in schedule) or are rescheduled
- d) Audit records are maintained for appropriate actions.

4.6 **Management Review (clause 4.6 of ISO 14001: 2004)** - ----- has formulated **Doc: -----/CP/11 Procedure for management review**, to review the EMS by the top management at appropriate interval, to ensure its continuing suitability, adequacy and effectiveness.

The inputs for review addresses:

- a) Results of previous audits (internal and external)
- b) Evaluation of compliance of customer, legal and other requirements,
- c) Communication with interested parties (including complaints),
- d) Environmental performance,
- e) Extent to which the Environmental objectives and targets have been met,
- f) Status of corrective and preventive actions,
- g) Follow-up of previous MRMs,
- h) Changing circumstances (developments in legal and other requirements) and
- i) Recommendations for improvement,
- j) Resource requirements for improvements of EMS

The outputs of the review include any decision and action related to possible changes to Environmental policy, objectives, targets and other elements of EMS and EMS documentation, consistent with the commitment to continual improvement. Records of the review are maintained by MRs.

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Date of Issue: XX/XX/XXXX Page 1/46

Doc: XYZ/EM

CMR

EMS PROCEDURES

FOR

ENVIRONMENTAL MANAGEMENT SYSTEM
(AS PER ISO 14001:2004)

OF

, New Delhi (-----)

Doc: -----/EP

Issue No. 01, Date of Issue – 15/04/2008

Notes

This is a part of the Documentation evolved at -----, New Delhi (-----) in connection with the installation of Environmental Management System (EMS)

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 156

CMR

This manual is a confidential document for internal use in ----- . It shall neither be reproduced in any form nor used for any purpose except with the written permission of the Managing Director, -----
Provisions given in this Manual will supersede those given in any other document on related topics, in circulation at present.

Procedure for maintenance of underground and over ground tanks

Doc: -----/EP/4.4.6/01

1. **Purpose:** To have a preventive maintenance system for the underground and overhead tanks to ensure uninterrupted supply of clean water in the buildings of -----.
2. **Scope:** All tanks (over-ground and under-ground) within ----- boundaries
3. **Responsibility:** Maintenance Supervisor (MS)
4. **Procedure**
 - 4.1 A schedule (calendar) of preventive maintenance for each of the tanks shall be drawn up and approval of MR shall be taken
 - 4.2 The steps for maintenance shall be as follows:
 - a) Closing of valves for incoming water
 - b) Drainage of the residual water
 - c) Removal of accumulated sludge
 - d) Thorough washing of the tank.
 - e) Inspection of the tank for any structural deterioration/damage.
 - f) Effecting necessary repairs and allowing curing time.
 - g) Again cleaning and topping up the tank with water.
 - h) Adding bleaching powder @ 150gm for every 1000 liter of water or part there of by first making a creamy solution of the powder in a small quantity of water and then pouring it into the underground tank filled with water and agitate for proper dispersion.
 - i) Opening of each tap and allow the water to run out till smell of chlorine is felt.
 - j) Again top up the tank with water and keep the same way for three hours.
 - k) Flushing out of all water.
 - l) The electronic control for pump operation (water level indicator) shall also be inspected for its effectiveness and necessary corrective actions shall be undertaken in parallel.
 - m) Re commissioning of the tank.
 - 4.3 MS shall keep a thorough watch on the above maintenance activities and at the end of the activity shall submit a brief report to MR.

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 1/66

CMR

5. **Monitoring:** MRE shall ensure adherence to the above procedure and shall initiate appropriate corrective and/or preventive actions as per need.

6. **References:** Para 4.4.6 of Doc: -----/EM

7. Records

- a) Schedule (calendar) of tank maintenance (see 4.1)
- b) Reports of Maintenance Supervisor (see 4.3)

Procedure for identifying and accessing statutory and other requirements relevant to EMS

Doc: -----/CP/01

Reference: Clause 4.3.2 of ISO 14001:2004

1. **Purpose:** To identify and accessing legal and other requirements

2. **Scope:** All applicable requirements in the following areas:

- a) Legal and statutory requirements (Acts and Rules)
- b) Other requirements include:
 - i. National and other standards in vogue in India
 - ii. Governmental directions
- c) Specific instruction of important equipment

3. **Responsibility:** MRs

4. Procedure

4.1 A legal register or file shall be maintained in which the following information shall be kept:

- a) List of requirements (as in 2) and details, in brief
- b) Compliance position for each applicable requirement

4.2 The MRs shall once in three months surf through the web sites of different Governmental agencies including the following in respect of the legal and statutory requirements (Acts and Rules) and Governmental directions and update the common legal register kept at MRs' offices:

- a) Ministry of Labor, Government of India
- b) Ministry of Environment & Forests, Government of India
- c) Ministry of Health & Family Welfare, Government of India
- d) Bureau of Indian Standards
- e) Central Pollution Control Board
- f) Uttar Pradesh Pollution Control Committee

4.2.1 MRs shall up-date the information through any of the following publications:

- a) "Enviro News" published by Ministry of Environment and Forest

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 186

CMR

Procedure for preparation of EMS documents

Doc: -----/CP/04

Reference: Clause 4.4.4 of ISO 14001:2004

1. **Purpose:** To establish and maintain manuals and other related documents pertaining to EMS.
2. **Scope:** This document covers all functional areas of ----- related to EMS
3. **Responsibility:** MRs
4. **Procedure:** Structure of the systems documentation in EMS shall be as explained at the beginning of documentation.
 - 4.1 The preparation of preliminary drafts (**PD**) of various documents shall be prepared by persons assigned by MD, MRs and/or MRC
 - 4.2 Such PDs shall be reviewed by the MRC and modified to the extent necessary, after assigning a designation number as per **Doc: -----/CP/05 Procedure for Numbering of EMS documents.**
 - 4.3 The Modified PD (that is **MPD**) shall be issued to relevant persons connected with the topic/ subject covered in the documents for comments for improvements from the angles of implementation meeting the intent of the EMS and Quality and Environmental Policy and realizing the Environmental Objectives of -----.
 - 4.4 MRC shall study the comments received on MPD and finalize it as an approved EMS document for implementation .The finalization of each of the document shall be done after ensuring its adequacy to meet the requirements of the appropriate standards and their implement ability.
 - 4.5 The approved document shall be issued by the MRs after securing signature of the MD and MR's own signature (at the appropriate places). In case the document is kept on electronic medium, these signatures are not necessary (see **Doc: -----/CP/06 Procedure for control of EMS documents**)
 - 4.6 When ever an EMS document is taken up for updating or revision, the steps at 4.1 to 4.5 shall again be followed, indicating the revision status at the appropriate place.
 - 4.7 The respective MR shall take all actions in respect of 4.1 to 4.6
 - 4.8 The style of writing and format of these documents shall be as in this document, except where certain changes/modifications are required depending up on the topic and as per the decision of the MRC.
5. **Monitoring:** MRs shall monitor closely the preparation of systems documents as above and shall ensure complete adherence to the above procedure.
6. **References:** Clause 4.4.4 of ISO 14001:2004
7. **Records:** Proceedings file for MRC.

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Date of Issue: XX/XX/XXXX Page 1/6

Doc: XYZ/EM

CMR

Procedure for numbering of EMS documents

Doc: -----/CP/05

Reference: Clause 4.4.4 of ISO 14001:2004

1. **Purpose:** Ensuring easy identification of all EMS documents for reference in written and oral communications
2. **Scope:** All documents under EMS (EM and EPs).
3. **Responsibility:** MRs

4. Procedure

4.1 : All documents in EMS shall be numbered as per the following formula:

Doc: ----- / XX / XXX / XX

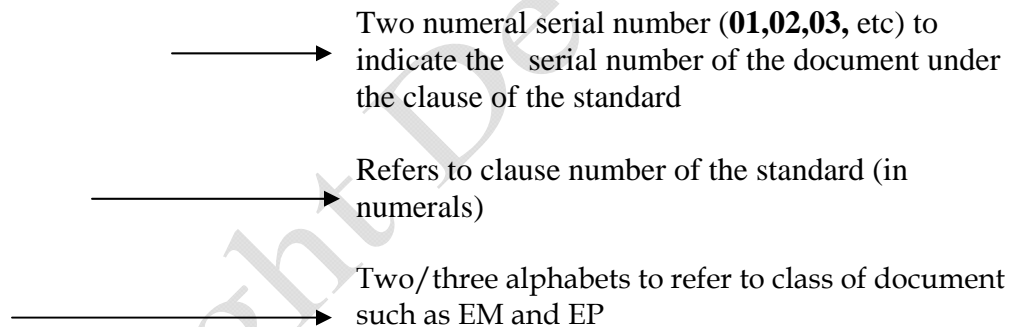


Illustration - This document is numbered as **Doc: -----/CP/05**, means that

- a) It is a document common to EMS
- b) It has serial no. 05

5. **Monitoring:** MRs shall ensure the adherence to the above system

6. **References:** Clause 4.4.4 of ISO 14001:2004

7. **Records** : Nil

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Date of Issue: XX/XX/XXXX Page 206

Doc: XYZ/EM

CMR

Procedure for corrective actions

Doc: -----/CP/08

Reference: Clause 4.5.3 of ISO 14001:2004

1. **Purpose:** To eliminate the cause of a detected nonconformity and prevent its recurrence.
2. **Scope:** Method of dealing with detected non-conformities
3. **Responsibility:** Chairman and members of MRC and MRs
4. **Procedure**
 - 4.1 Non-conformities detected in audits or otherwise shall be reviewed in the light of the clause(s) and the implementation of the corresponding Corrective Action Plan (CAP).
 - 4.2 The MRC shall modify the appropriate procedure document incorporating the issues arising out of the implementation of CAP and/or the situation at -----, without sacrificing the requirements of the standard and without violating the stated policies and objectives of -----.
 - 4.3 Recurring nonconformities, in spite of corrective actions shall receive top priority.
 - 4.4 Appropriate deterrent action shall be taken and/or disincentives imposed, in the case of chronic defaulters. Such punitive actions taken in respect of erring personnel can be kept confidential or otherwise as per the discretion of MD.
 - 4.5
5. **Monitoring:** MRs shall assist MD/MRC in reviewing the records of implementation of the above procedure.
6. **References:** Clause 4.5.3 of ISO 14001:2004
7. **Records:**
 - a) Audit reports
 - b) CAPs
 - c) MRM agenda and minutes

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Date of Issue: XX/XX/XXXX Page 2/16

Doc: XYZ/EM

CMR

Procedure for preventive actions

Doc: -----/CP/09

Reference: Clause 4.5.3 of ISO 14001:2004

1. **Purpose:** To eliminate the cause(s) of potential nonconformity or other undesirable situation and prevent its occurrence.

2. **Scope:** All elements of EMS

3. **Responsibility:** MRC and MRs

4. Procedure

4.1: The potential areas of non-conformities shall be identified and their cause(s) shall be diagnosed through:

a) Periodic review of the various procedure documents (EPs) and manuals (EM) at MRMs and determining the status of their successful implementation. In this context, any difficulty faced or the probability of facing difficulties due to any or combination of the following changes (which may hinder smooth and successful adoption and implementation of the procedure or manual under review) shall be clearly identified:

- i. Technology
- ii. Methodology
- iii. Personnel
- iv. Customer requirements

The above shall be followed up by determination of possible training needs of personnel and/or better understanding the new legal or customer requirements. Proactive Action Plan (PAP) shall be chalked out to nip the potential non-conformity in the bud.

4.2 Examining the various nonconformities already detected and the result of implementation of CAPs and deciding the strategies to adopt, so as to prevent snowballing of nonconformities in the implementation of the EMS individually or in combination.

- a) Counseling sessions with personnel who are deficient in their understanding of the EMS
- b) Analyzing the lapses in the administrative areas, which may cause nonconformities in future?

1.3 : Deterrent action shall be taken and/or disincentives imposed in the cases of chronic defaulters to restrict the growth of potential areas of nonconformities.

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Date of Issue: XX/XX/XXXX Page 236

Doc: XYZ/EM

CMR

Procedure for management review

Doc: -----/CP/11

Reference: Clause 4.6 of ISO 14001:2004

1. Purpose: To review at regular intervals the EMS related activities in ----- to ensure their continuing suitability, adequacy and effectiveness.

2. Scope: All EMS activities including:

- a) Results of previous audits (internal and external)
- b) Evaluation of compliance of customer, legal and other requirements,
- c) Communication with interested parties (including complaints),
- d) Quality and Environmental performance,
- e) Extent to which the Quality and Environmental objectives and targets have been met,
- f) Status of corrective and preventive actions,
- g) Follow-up of previous MRMs,
- h) Changing circumstances (developments in legal and other requirements) and
- i) Recommendations for improvement,
- j) Resource requirements for improvements of EMS

3. Responsibility: MRC and MRs

Procedure

4.1 MR shall collect, collate and analyze information on the elements stated at 2 above and shall submit the findings in the shape of an agenda for the MRM. The following items shall also be added:

- a) Results of audits
- b) Necessary changes in policies, objectives and other elements of EMS

MRs shall discuss with MD the agenda well before fixing the date, time and venue of the next MRM.

MR shall issue the notice for MRM along with the agenda (point wise or in detail as per convenience).

MRC shall endeavor to generate the following output from the MRM:

- a) Decisions/actions to effect any change in Quality and Environmental policy, objectives, targets and other elements of EMS and EMS documentation consistent with continual improvement
- b) Improvements in the effectiveness of EMS and its processes (including provision of resources)
- c) Improvements in operational controls.

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Date of Issue: XX/XX/XXXX Page 256

Doc: XYZ/EM

CMR

Procedure for control of EMS documents

Doc: -----/CP/06

Reference: Clause 4.4.5 of ISO 14001:2004

1. Purpose

- 1.1 : To ensure that only current EMS documents are available at all user points bearing authentication
- 1.2 : To ensure that all EMS documents are legible and readily identifiable.
- 1.3 : To ensure that the documents of external origin are identifiable and available for reference
- 1.4 : To prevent the unintended use of obsolete documents.
- 1.5 : To ensure that the documents are periodically reviewed and revised as per the need

2. **Scope:** Methodology for control of documents and records related to EMS.

3. **Responsibility:** MR

4. Procedure

4.1 **Identification** – The EMS documents shall be of two types as follows when they are on hard copies:

- i) Controlled copy - to be marked so, on each page in each set of document.
- ii) Uncontrolled copy.

Documents shall give an identification or designation number as per **Doc: -----/CP/05 Procedure for numbering of EMS documents.**

4.2 **Distribution of hard controlled copies (full set):** The controlled copies are identifiable and distributed as follows:

Controlled Copy	Copy Holder
No.1	MD
No.2	MR
No.3	for Office

4.3 MR shall issue all the documents to each of the above controlled copyholders and keep a record. Rubber stamp shall mark each page of each set as CONTROLLED COPY, to ensure prevention of getting mixed up with uncontrolled copies. In case of any revised controlled copy document, the respective MRs shall issue the revised documents to each of the control copyholders and shall take back the obsolete ones for disposal by destruction or otherwise and thus prevent any unintended use of the obsolete documents.

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Doc: XYZ/EM

Issue No. 01,

Revision Status:00,

Date of Issue: XX/XX/XXXX Page 26

Approved by:

Issued By:

CMR

-
- 4.4 MRs shall keep some copies of the obsolete document in archives for future reference, after it is marked OBSOLETE COPY prominently on each page preferably by a good sized rubber stamp or by writing in bold preferably by a felt pen.
- 4.5 The contents of systems documents shall be kept on electronic medium for convenience of modification but access to the same shall be to MD and MR only.
- 4.6 **Distribution of hard controlled copies of EPs** - This shall be done as follows:
- a) The MRs shall identify each such document with the staff members who are supposed to use the same.
 - b) The MRs shall ensure that each staff has in his/her possession the latest version of the relevant document and obsolete version is taken back by MRs for disposal by destruction or otherwise. MRs shall put the stamp of CONTROLLED COPY on such document before distribution
- 4.7 In case, at a later stage, ----- management decides to have the EMS manuals and documents only on electronic medium, their readability should be permissible to all in ----- but only the MD and MR or his/her authorized representative shall have the access to modify the same.
- 4.8 **Distribution of hard-uncontrolled copy** - MR shall keep a few complete sets of documents and few copies of each of the documents without any marking. It is, however, a good practice if these uncontrolled set /copies are kept updated at all times.
- 4.9 **Storage, Protection and Retrieval** - MR shall keep all copies of EMS documents safely, protected against any damage from water, dust, fire, sunlight, attack from pests and insects, etc. All these documents shall be stored in such a way that any one of them could be retrieved for reference without any problem.
- 4.9.1 All EMS records shall be kept by the respective functionary/staff duly protected
- 4.10 All Systems documents shall be reviewed and revised as per need (identified at MRMs) as per **Doc: -----/CP/04 Procedure for preparation of EMS documents**
- 4.11 Any revision/modification in any of the systems documents shall be recorded in a table with the following columns to indicate identification of the changes and the currency status of the document.

Doc: ----- --/	Revision No.	Revision Date	Changes made	Signature of (concerned MR)

XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 276

CMR

- 4.11.1 The above information shall be kept in each set of controlled documents.
- 4.12 All documents of external origin (like governmental notifications and directives and reference documents such as standards) shall be kept safely with the respective functionary and shall be easily retrievable.

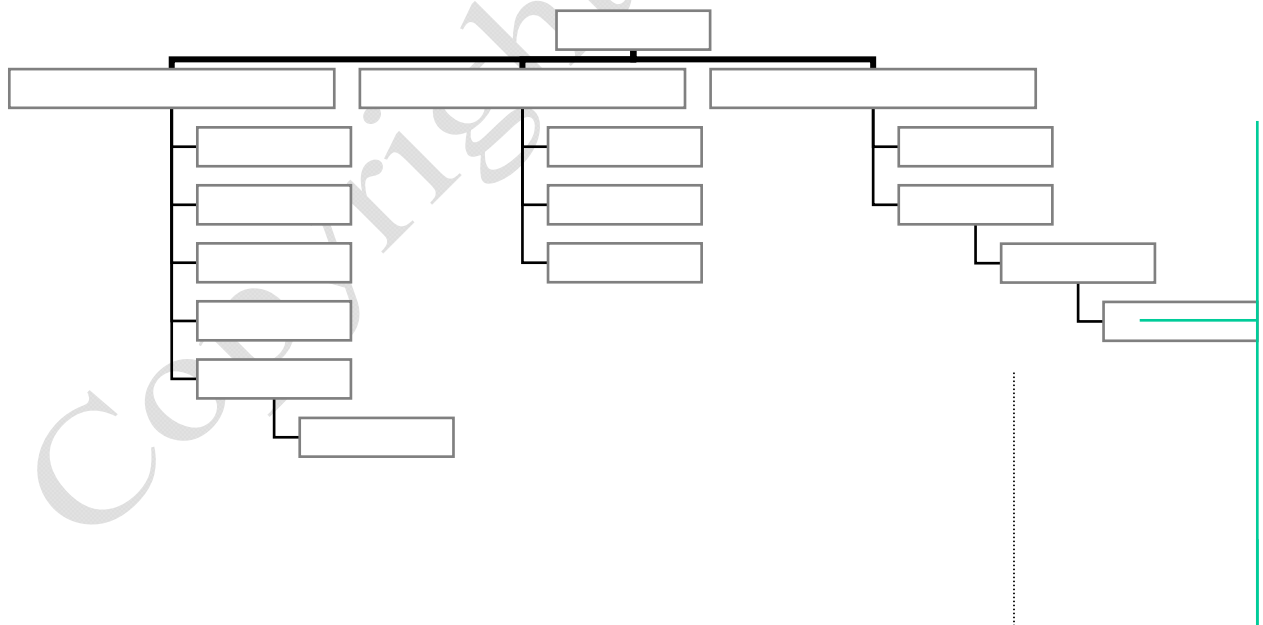
5. **Monitoring:** MR shall periodically check the distribution and upkeep of the currency of documents. This may be achieved by auditing the activities of the employees and tracking useful information like, the changes done and their locations.

6. **References:** Clause 4.4.5 of ISO 14001:2004

7. **Records:** List of document holders (full set or individual ones) complete with signature of receipt,

ANNEX -A ORGANIZATION CHART OF -----

ORGANOGRAM



XYZ PVT LTD (SAMPLE MANUAL)

MANUAL

Issue No. 01,
Approved by:

Revision Status:00,

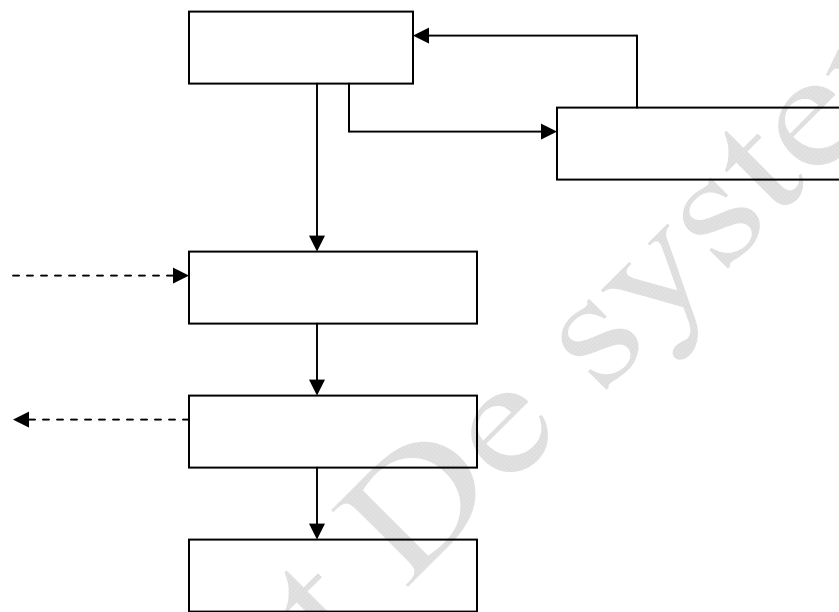
Issued By:

Doc: XYZ/EM

Date of Issue: XX/XX/XXXX Page 286

CMR

ANNEX B A SUITABLE PROCESS FLOW DIAGRAM



Common Processes

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Strategic Processes

1. Board decision