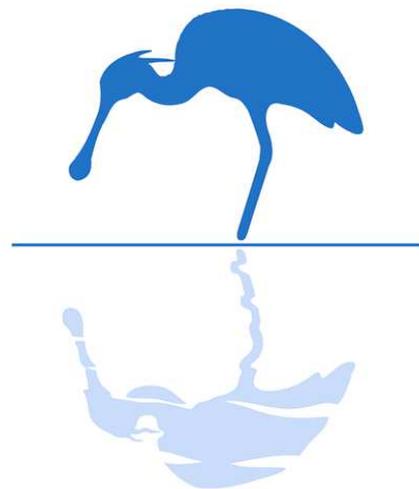


# Environmental Management System Manual



GIPPSLAND  
WATER

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## Document Details

<b>Business Owner</b>	Gippsland Water
<b>Procedure</b>	Environmental Management System Manual
<b>Process Owner/s</b>	Senior Environmental Co-Ordinator
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1.0	20/1/2010	Document created
2.0	1/10/2013	Document reviewed to reflect Gippsland Water processes and procedures
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# 1. SCOPE OF GIPPSLAND WATER'S ENVIRONMENTAL MANAGEMENT SYSTEM AND PURPOSE OF THIS MANUAL

An Environmental Management System (EMS) is a framework that helps an organisation to reduce its environmental impacts and increase its operating efficiency (Figure 1). This continual cycle of planning, implementing, reviewing and improving organisational processes and actions ensures that a company or organisation meets its environmental obligations, and results in continual improvement of its environmental performance where practicable.

Gippsland Water has had a corporate-wide EMS since December 2010, which complies with the AS/NZS 14001:2004 *Environmental management system – Requirements with guidance for use*.

The scope of Gippsland Water's EMS covers all of its activities, products and services. This includes all people working for, or on behalf of Gippsland Water (including contractors, consultants and developers). Table 1 outlines the organisational structure of Gippsland Water.

This manual provides an overview of the structure of Gippsland Water's EMS. The manual:

- outlines how and where the EMS addresses the requirements of AS/NZS ISO 14001:2004;
- summarises key corporate policies and procedures that ensure environmental objectives and obligations are met through business-as-usual practices; and
- provides a single, controlled, up-to-date resource for all staff, contractors, and other interested parties.

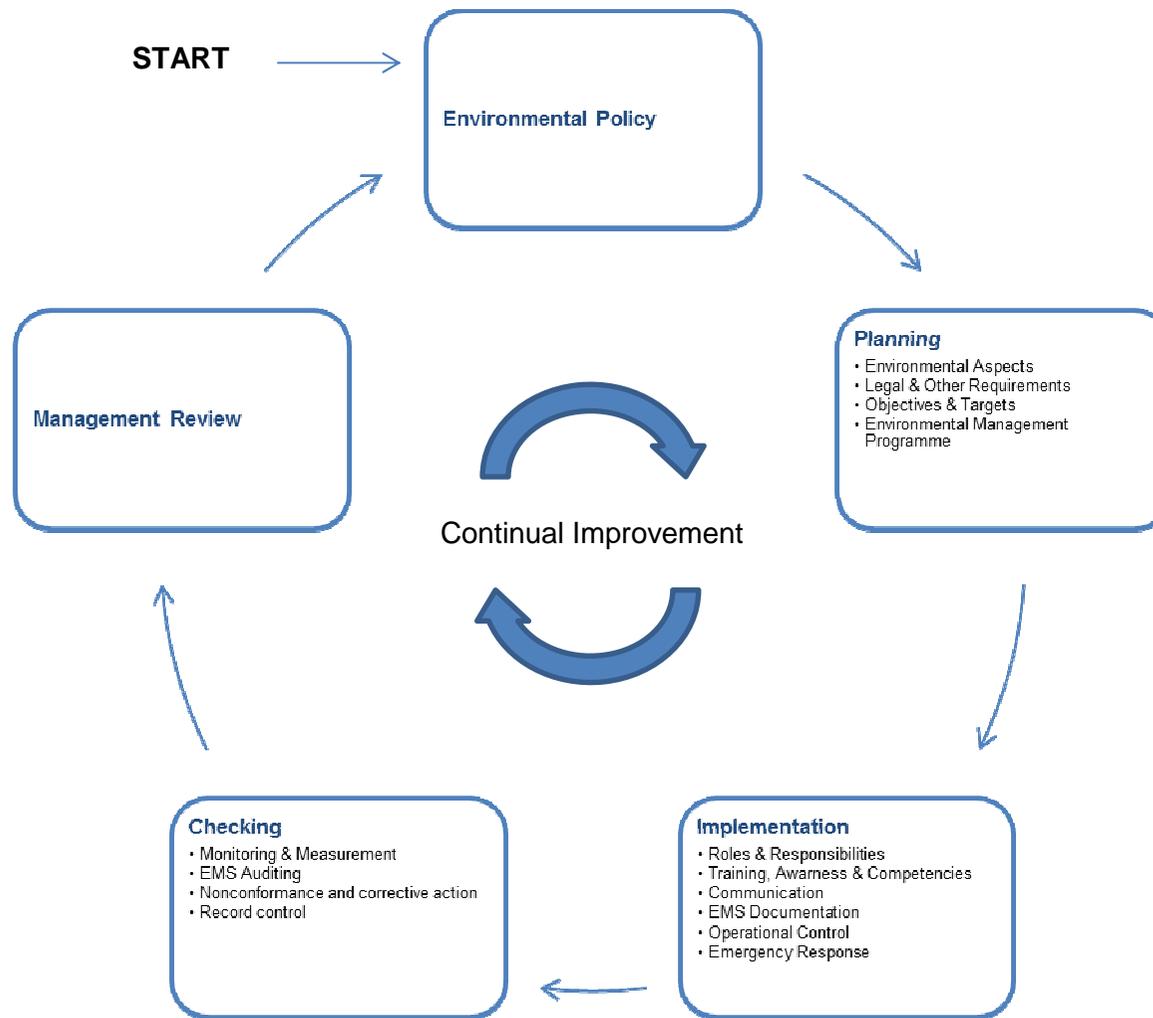
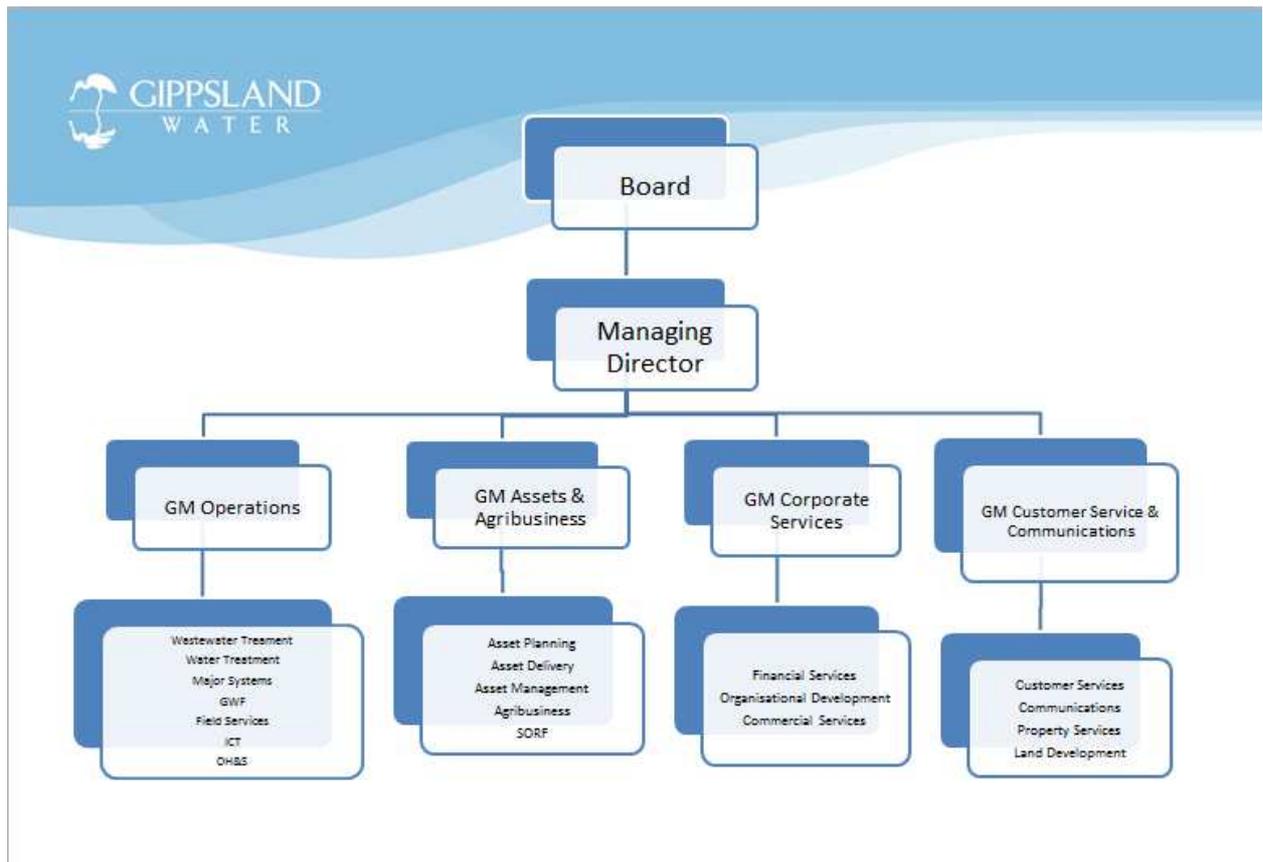


Figure 1. AS/NZS ISO14001:2004 Environmental Management System summary: business and continual improvement cycle.

**Figure 2.** Gippsland Water's organisational structure. All activities carried out by these workgroups are within the scope of the Environmental Management System.



### 3. ROLES AND RESPONSIBILITIES

Gippsland Water is committed to ensuring that resources are available to establish, implement, maintain and improve the EMS. Resources include human resources and specialised skills, organisational infrastructure, technology and financial resources.

The requirements of Gippsland Water's EMS apply to all workgroups. It is the responsibility of each third-level manager to ensure the processes and procedures within their groups are defined, documented and communicated to ensure EMS requirements are met and reviewed at appropriate intervals. Given the diverse range of activities carried out across the organisation, third-level managers will determine the appropriate measures for their workgroup to meet AS/NZS ISO 14001:2004 (with support from the Environment Team) to ensure documented practices reflect the operational activities.

Gippsland Water has appointed the Senior Environmental Co-ordinator as the representative who, in addition to other responsibilities, has the defined role, responsibility and authority for:

- ensuring that an EMS is established, implemented and maintained in accordance with AS/NZS ISO 14001:2004; and
- reporting to top management on the performance of the EMS for review, including recommendations for improvement.

An overview of Gippsland Water roles and responsibilities are outlined in Table 2. Individual roles and responsibilities of employees are defined (where applicable) and documented in individual job descriptions and are included in individual performance plans as per the Human Resources Policy (COR/13/42956) and Human Resources Manual (COR/10/2225).

**Table 1.** Overview of Roles and Responsibilities under Gippsland Water’s Environmental Management System

Position	Role and responsibility
<b>Executive</b>	
<p>Gippsland Water Executive management includes the Managing Director, General Management Team and Board. Executive management must provide the relevant resources to ensure the system is established, implemented, maintained and improved. Resources include human resources and specialised skills, organisational infrastructure, technology, and financial resources.</p>	
<b>Third-Level Management</b>	
<p>Gippsland Water third-level management includes managers responsible for the workgroups listed in Table 1. Third-level managers must:</p> <ul style="list-style-type: none"> <li>• communicate roles and responsibilities to employees under their management, and ensure the employees understand their roles and responsibilities of Gippsland Water’s EMS;</li> <li>• ensure their respective workgroup meets the requirements of Gippsland Water policies and procedures, AS/NZS ISO 14001:2004, and this EMS Manual; and</li> <li>• ensure adequate resources are available to establish, implement, maintain and improve Gippsland Water’s EMS.</li> </ul>	
<b>Gippsland Water Employees</b>	
<p>Gippsland Water employees include all staff working for and on behalf of Gippsland Water, including contractors. Gippsland Water employees are responsible for ensuring they perform their duties in an environmentally responsible manner in accordance with Gippsland Water’s policies and procedures, AS/NZS ISO 14001:2004, and legal and other requirements. If employees are unsure of their responsibilities they must communicate this to their respective manager, identifying the need for training, guidance or further explanation on the subject.</p>	

## 2. MEETING THE ELEMENTS

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REF.	ISO14001:2004 ELEMENT	MEETING THE ELEMENT	SUPPORTING DOCUMENTATION
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REF.	ISO14001:2004 ELEMENT	MEETING THE ELEMENT	SUPPORTING DOCUMENTATION
4.1	<b>GENERAL REQUIREMENTS</b>	The scope of Gippsland Water's EMS covers all of its activities, products and services. This includes all people working for, or on behalf of Gippsland Water (including contractors, consultants and developers).	<ul style="list-style-type: none"> <li>Gippsland Water EMS Manual (COR/09/24126)</li> </ul>
4.2	<b>ENVIRONMENT AND CLIMATE CHANGE POLICY</b>	Gippsland Water's environmental commitments are defined in the Environment and Climate Change Policy (COR/10/24572). The Policy endorsed by the Board. And reviewed every three years or sooner if significant changes in the regulations occur. signed by the Chairman and Managing Director, and is reviewed annually.	<ul style="list-style-type: none"> <li>Environment and Climate Change Policy (COR/16/41852)</li> <li>Board Recommendation to endorse new combined Environment and Climate Change Policy – March 2016 (COR/16/12766)</li> </ul>
4.3	<b>PLANNING</b>		
4.3.1	Environmental Aspects	<p>Gippsland Water's Environmental Aspects &amp; Impacts Procedure (COR/07/44734) outlines the process of:</p> <ul style="list-style-type: none"> <li>identifying environmental aspects (hazards) relating to activities, products and services;</li> <li>determining those aspects (hazards) that can have a significant impact on the environment;</li> <li>documenting aspects (hazards) and impacts (risks); and</li> <li>evaluating and assessing controls implemented to mitigate or manage impacts (risks).</li> </ul>	<ul style="list-style-type: none"> <li>Gippsland Water Environmental Aspects and Impacts Procedure (COR/07/44734)</li> <li>Gippsland Water Risk Management Procedure (COR/15/3216)</li> <li>Documenting environmental risks – guidance note (COR/13/55775)</li> </ul>
4.3.2	Legal and other requirements	<p>Gippsland Water subscribes to <i>EnviroLaw</i> which contains an index of all applicable legal and other requirements specific to its activities, products and services. All employee(s) have access to <i>EnviroLaw</i> via a link on the Gippsland Water intranet site.</p> <p>Review of legal and other requirements is conducted on a monthly basis by the Senior Environmental Co-ordinator. Changes in legal and other responsibilities are communicated throughout the organisation via SHE meetings where specific changes in legislation, regulation etc. and their potential implications are discussed with representatives of each team within the organisation. If new</p>	<ul style="list-style-type: none"> <li><i>EnviroLaw</i>: &lt;<a href="http://www.enviroessentials.com.au/interface/index.php?#">http://www.enviroessentials.com.au/interface/index.php?#</a>&gt;</li> </ul>

REF.	ISO14001:2004 ELEMENT	MEETING THE ELEMENT	SUPPORTING DOCUMENTATION
		controls are required to mitigate risk, these are communicated back to the relevant workgroup and operations modified accordingly.	
4.3.3	Objectives, targets and programmes	<p>COR/17/71388 sets out Gippsland Water's strategic priorities and accompanying strategic objectives, actions and targets for 2017 – 2022. One of the six key priority areas is Safety, Health and Environment, with the key objective of embedding a safety, health and environmental improvement culture that drives a significant reduction in injuries towards zero and has a positive impact on public health and the environment. Page 28 sets out the specific objectives and targets for increased environmental performance.</p> <p>Objectives, targets and actions are monitored and measured at six monthly intervals. Performance against the plan is reported to the Board Safety, Health and Environment (SHE) Committees.</p>	<ul style="list-style-type: none"> <li>Gippsland Water Strategic Priorities' 2017 – 2022 (COR/17/71388)</li> </ul>
<b>4.4 IMPLEMENTATION AND OPERATION</b>			
4.4.1	Resources, roles, responsibilities and authority	<p>The Board has committed to providing the relevant resources to ensure the system is established, implemented, maintained and improved. Gippsland Water's EMS roles and responsibilities are outlined in Section 3 of the EMS Manual.</p>	<ul style="list-style-type: none"> <li>Gippsland Water EMS Manual (COR/09/24126)</li> </ul>
		<p>Gippsland Water provides, at a minimum, An online corporate environment induction for all employees and contractors working on its behalf; retaining a record of their attendance in TRIM, on the intranet or personal files. Inductions must be renewed every 2 years.</p> <p><a href="https://online.gippswater.com.au/induction/?a=CHBzd2F0ZXluY29tLmF1fjV2bUm9iE1iYWxsR4hbS5oYWxsQGdp">https://online.gippswater.com.au/induction/?a=CHBzd2F0ZXluY29tLmF1fjV2bUm9iE1iYWxsR4hbS5oYWxsQGdp</a></p>	<ul style="list-style-type: none"> <li>Gippsland Water OHSE Training Requirements based on Roles - Master Copy (COR/12/55625)</li> <li>Occupational Health &amp; Safety and Environment Induction Procedure (COR/07/39708)</li> <li>Corporate Environment Induction</li> </ul>
4.4.2	Competence, training and awareness	<p>Where there are additional training needs associated with significant environmental aspects (SEAs) and the EMS, it is at the discretion of the responsible third level manager to:</p> <ul style="list-style-type: none"> <li>identify the training needs;</li> <li>provide training or take other action to meet these needs, and retain records in accordance with Gippsland Water's Records Management Policy</li> </ul>	

REF.	ISO14001:2004 ELEMENT	MEETING THE ELEMENT	SUPPORTING DOCUMENTATION
		(COR/10/24567); <ul style="list-style-type: none"> <li>communicate to employees and contractors under their management, the roles and responsibilities they must undertake to ensure conformity with the requirements of the EMS; and</li> <li>communicate the potential consequences of not conforming to Gippsland Water's EMS, policies and procedures, and other requirements.</li> </ul>	
4.4.3	Communication	<p>Gippsland Water communicates its environmental aspects and EMS through various forums, levels and functions of the organisation, and has developed procedure(s) to ensure communication from external interested parties are received, documented and responded to accordingly.</p> <p>Gippsland Water does not formally communicate its significant environmental aspects externally.</p>	<ul style="list-style-type: none"> <li>Gippsland Water Environment Communication Plan (COR/13/63187)</li> <li>Safety Health &amp; Environment Governance Process (COR/07/20143)</li> <li>Occupational Health &amp; Safety and Environment Induction Procedure (COR/07/39708)</li> <li>Public Communications Policy (COR/13/27)</li> <li>Records Management Policy (COR/10/24567)</li> </ul>
4.4.4	Documentation	<p>The core elements of Gippsland Water's EMS and their interaction with the business are described, referenced and/or documented in the EMS Manual. Gippsland Water's interpretation of an EMS document includes:</p> <ul style="list-style-type: none"> <li>the Environment and Climate Change Policy;</li> <li>Environment Strategic Plan;</li> <li>EMS required operational procedures;</li> <li>EMS Aspects and Impacts Registers; and</li> <li>documents that are specific to controlling a Significant Environmental Aspect (SEA).</li> </ul>	<ul style="list-style-type: none"> <li>Gippsland Water EMS Manual (COR/09/24126)</li> </ul>
4.4.5	Control of documents	<p>Gippsland Water manages EMS documents and records in accordance with Gippsland Water's Document and Records Management Policy).</p> <p>The EMS Document Control Register identifies all EMS documents that are managed to the AS/NZS ISO 14001:2004 standard. The register is managed and maintained by</p>	<ul style="list-style-type: none"> <li>Records Management Policy (COR/10/24567)</li> <li>EMS Document Control Register (COR/12/14349)</li> <li>Gippsland Water Policy &amp; Procedure Templates</li> </ul>

REF.	ISO14001:2004 ELEMENT	MEETING THE ELEMENT	SUPPORTING DOCUMENTATION
		the Senior Environmental Co-ordinator.	
4.4.6	Operational Controls	<p>Gippsland Water workgroups with environmental aspects (hazards) must identify and implement appropriate operational controls to manage or mitigate the risk to the environment, consistent with the Gippsland Water Environment and Climate Change Policy and Environment Strategic Plan.</p> <p>Operational controls are documented, assessed, reviewed and updated at the discretion of the Gippsland Water responsible third-level manager.</p> <p>All documented operational controls (e.g. operational procedures) must be available at the point of use and up-to-date (e.g. access to TRIM).</p>	<ul style="list-style-type: none"> <li>Gippsland Water Environmental Aspects and Impacts Procedure (COR/07/44734)</li> <li>Environment and Climate Change Policy (COR/10/24572)</li> </ul>
4.4.7	Emergency preparedness and response	<p>Gippsland Water identifies potential emergency situations that can impact on the environment, and outlines how it will respond to them in the Gippsland Water All Hazards Incident Management Plan (AHIMP) and the Incident Response Handbook</p>	<ul style="list-style-type: none"> <li>Incident Management Plan (COR/02/14999)</li> <li>AIIMS Incident Response Handbook (COR/07/36638)</li> </ul>
<b>4.5 CHECKING</b>			
4.5.1	Monitoring and measurement	<p>Gippsland Water's Annual reporting data collection process is the foremost mechanism used to articulate, manage and track Gippsland Water's overall environmental performance, trending and analysis.</p> <p>Key characteristics of operations and activities that can have significant impacts on the environment are monitored and measured at the discretion of the responsible third level manager.</p> <p>The implementation and effectiveness of operational controls, procedures, polices and performance can also be monitored and measured through EMS Internal Audits and site inspections.</p> <p>Gippsland Water ensures that calibrated or verified monitoring and measurement equipment is used and maintained (and retains records) as per the Mechanical &amp; Electrical Maintenance Services Contract and the Servicing Laboratory Instrumentation Contract.</p>	<ul style="list-style-type: none"> <li>Annual Reports (incl. NGERs, NPI, EPA annual performance statement, Offset reporting).</li> <li>Mechanical &amp; Electrical Maintenance Services Contract (GWS365)</li> <li>Servicing Laboratory Instrumentation Contract (GWS338)</li> </ul>
4.5.2	Evaluation of compliance	Gippsland Water periodically evaluates its compliance with its legal and other	<ul style="list-style-type: none"> <li>EMS Internal Audit Schedule (COR/17/72763)</li> </ul>

REF.	ISO14001:2004 ELEMENT	MEETING THE ELEMENT	SUPPORTING DOCUMENTATION
		requirements through internal and external reporting, auditing and site inspections, and incident debrief and investigations.	<ul style="list-style-type: none"> <li>Annual reporting</li> </ul>
4.5.3	Nonconformity, corrective action and preventative action	Gippsland Water's Environmental Non-conformance Response Procedure documents the various procedures that Gippsland Water may use to identify, investigate, evaluate, record, and review environmental non-conformance(s) and resulting actions.	<ul style="list-style-type: none"> <li>Environmental Non-conformance Response Procedure (COR/07/44747)</li> </ul>
4.5.4	Control of records	Gippsland Water manages EMS documents and records in accordance with Gippsland Water's Records Management Policy .	<ul style="list-style-type: none"> <li>Records Management Policy (COR/10/24567)</li> </ul>
4.5.5.	Internal Audit	<p>Gippsland Water conducts internal audits of its EMS to determine conformance to AS/NZS ISO14001:2004. Audits enable the identification of opportunities for improvement, evaluate legal compliance, monitor and measure performance, and ensure risks are being managed as per the relevant EMS Aspects and Impacts Register.</p> <p>All internal EMS audits will be completed in accordance with the Gippsland Water EMS Internal Audit Procedure.</p>	<ul style="list-style-type: none"> <li>Gippsland Water EMS Internal Audit Procedure (COR/07/44749)</li> <li>EMS Internal Audit Schedule (COR/12/7540)</li> <li>Corrective Action Register – EMS Action Plan SharePoint page</li> <li>EMS Internal Process/System Audit Template &amp; Report I-auditor (on i-pads)</li> </ul>
4.6	<b>MANAGEMENT REVIEW</b>	Gippsland Water's top management review the EMS to ensure its continuing suitability, adequacy and effectiveness at Executive Leadership Team Meetings, SHE Umbrella Committee and Board SHE Committee meetings .	<ul style="list-style-type: none"> <li>Gippsland Water EMS Manual (COR/09/24126)</li> <li>Gippsland Water Environment Communication Plan (COR/13/63187)</li> </ul>

## 5. REVIEW

This EMS Manual will be updated when there are significant changes to the EMS, and at least every 12 months as part of an Internal EMS Audit, to ensure the information provided is relevant and up to date.

## 6. REFERENCES

AS/NZS ISO 14001:2004 Environmental management systems – Requirements with guidance for use

AS/NZS ISO 14004:2004 Environmental management systems – General guidelines on principles, systems and support techniques

<<http://www.saiglobal.com/online/autologin.asp>>.