

Introduction

Cahill Design Consultants has developed and implemented an Environmental Management System (EMS), that allows our organisation to document and improve our environmental practices in order to better satisfy the needs and expectations of our customers, stakeholders and interested parties. Cahill Design Consultants is committed, through our environmental policies, to the operation of an EMS that elicits the following intended outcomes:

1. Enhance environmental performance, by protecting the environment by preventing or mitigating adverse environmental impacts ;
2. Fulfil compliance obligations by mitigating potential adverse effects of environmental conditions;
3. Achieve environmental objectives by controlling or influencing the way our organisation's services are implemented.

This EMS manual is used to familiarise our customers, interested parties, or individuals with the controls that have been implemented and to assure them that the integrity of our EMS is maintained and is focused on meeting its intended outcomes.

This manual also describes the structure and interactions of our EMS, delineates authorities, inter relationships and responsibilities of personnel who operate within the boundaries of Cahill Design Consultants Environmental Management System. The manual also references procedures, process and activities that comprise our EMS.

About Our Organization

Organizational Context

Cahill Design Consultants is committed to defining our position in the marketplace and understanding how relevant factors arising from internal and external issues influence our strategic direction, our organisational context, or the ability of our EMS to achieve its intended outcomes. Such issues include factors that are capable of being affected by, or capable of affecting our organization.

Cahill Design Consultants collates and assesses information about these influential factors to ensure that a continual understanding of the relevance of each factor is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our business during management review meetings, the results of which are conveyed via minutes and business planning documents.

The output from this activity is evident as an input to determining the scope of our EMS (Refer to Section 4.3) and its processes (Refer to Section 4.4), as well as, the consideration of risks and opportunities that may affect our EMS, and the resulting actions that we take to address them (Refer to Section 6.1).

Relevant Interested Parties

Cahill Design Consultants recognizes that we have a unique set of interested parties whose needs and expectations (requirements) change and develop over time. Only a limited set of requirements are relevant to our EMS, and which are considered and managed as a compliance obligation.

Cahill Design Consultants aligns a list of relevant interested parties to their corresponding needs and expectations; with an indication of which of these has been accepted by the business as a compliance obligation. Such needs and expectations, and whether they are critical to the success of our EMS, broadly include the examples shown in the table below.

Interested Party	Requirements	EMS Critical	Compliance Obligation
Customers	Supply of services	Yes	Contractual
Employees	Continued employment	No	N/a
	Safe working environment	Yes	Contractual
Regulatory	Compliance with the law and regulatory reporting	Yes	Legal
Community	Social responsibility	Yes	Voluntary

Management System Scope

Based on the scope of our activities described in Section 1 - Introduction and the analysis of the issues and requirements Cahill Design Consultants has established the scope of our environmental management system in order to implement the objectives and policies that are relevant to our context, physical and organizational boundaries, services and any interested parties.

Cahill Design Consultants is able to exert authority and differing levels of control and influence over our activities, as they relate to our services, as performed by the business.

In order for our EMS to be robust, all the activities and services undertaken by Cahill Design Consultants are included within the scope of the EMS. In this way, we are able to control and influence our activities and services.

Management System Processes

Cahill Design Consultants EMS and its processes are designed around the principle of continual improvement. In order to achieve our intended outcomes, Cahill Design Consultants has implemented an environmental management system; based upon sound management principles, which are integrated with the key day-to-day management activities that our organisation undertakes. It also exists as part of a larger strategy to establish, document and communicate our processes, their interactions, our policies and objectives. EMS processes are defined to address:

1. Supplier, manufacturer, internal and external issues;
2. Material, resource and energy usage;
3. Waste and emissions generation;
4. Design, operation, production and logistics;
5. Activities, products, and services;
6. Customers and end-users.

The effectiveness and integration of the each process and its subsequent output is measured and evaluated through regular internal audits, inspections and data analysis. This approach allows management to regularly review the EMS to ensure its ongoing integration within the business.

Environmental Policy

The environmental policy acts as a compass by providing the direction and framework for establishing key corporate level performance measures, as well as related objectives and targets.

The Managing Director has overall responsibility for defining, documenting, implementing and reviewing our environmental policy in consultation with the management teams and other personnel, or their representatives. The policy is reviewed at least annually, as part of the management review programme.

Cahill Design Consultants environmental policy is communicated to all employees at all levels throughout our organisation via regular internal communications and reinforcement during team meetings and annual employee performance reviews. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

Cahill Design Consultants is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate. Our vision is to exceed customer expectations for environmental, safety, sustainability, cost, delivery and value.

Although the activities contained with our environmental policy are centrally coordinated from our offices, success of the policy relies on the participation of everyone, and as such, the policy's aims are embedded into our processes.

OUR EMS

Cahill Design Consultants is committed to our Environmental Management System (EMS) in order to:

1. Meet or exceed our compliance obligations including legal and other sector requirements as applicable to our environmental aspects;
2. Implement and audit control measures to effectively manage and mitigate environmental aspects;
3. Drive continual improvement and report progress against the following objectives.

OUR PEOPLE

Cahill Design Consultants is committed to environmental in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. Your organization is committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Equitable sharing in the success of the company;
3. Empowerment through training and communication;
4. Designing and providing a safe and secure work environment.

OUR CUSTOMERS

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

OUR COMMUNITY

Your organisation is committed to supporting the communities within which we operate and working in partnership with the local community and other stakeholders to improve the local environment and ensure that our operations do not have a detrimental effect on that community.

OUR ENVIRONMENT

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavor to provide processes that ensure we achieve this in order to build a robust and world class business whilst committing to support the protection of the environment as well as a providing framework for our environmental objectives which may include:

1. Sustainable resource use;
2. Climate change mitigation and adaptation;
3. Protection of biodiversity and ecosystems;
4. Addressing other relevant environmental issues.

Management System Planning

Addressing Risks & Opportunities

General

In order for our organization to have a successful EMS, we consider and manage the risks and opportunities relating to our stakeholders, and our external and internal context. This process uses the information collected during internal audits and management reviews.

Environmental Aspects

Cahill Design Consultants identifies relevant environmental aspects and their subsequent impacts that pertain to our business operations, obligations and customer requirements. For each identified aspect, the operating conditions, environmental impacts and perceived significance are considered.

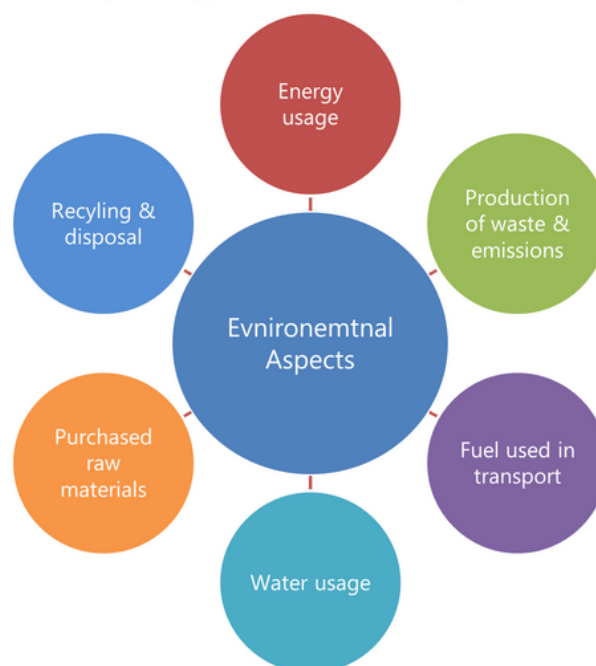
The subsequent output from this identification process takes account of the severity of pertinent environmental aspects and our organization's ability to influence them, in order to determine key issues and requirements that pose adverse or beneficial effects in a prioritized way to:

1. Ensure that the EMS can achieve its intended outcomes;
2. Prevent or reduce undesired effects;
3. Achieve continual improvement.

Environmental aspects that we address include:

1. Those with significant environmental impacts;
2. Those that affect compliance with our obligations;
3. Those which are priority issues for the organization (e.g. which affect strategy, policy or objectives).

Figure 1: Types of Environmental Aspect



Environmental aspects which pose a significant impact are subject to risk management, corrective action, and monitoring and measurement as appropriate. The EMS is structured to identify and manage these aspects in order to control or limit potential impacts and risks that may affect our organization or EMS conformity.

The significance of our organization's aspects is reviewed annually, including proposals for new processes, services or developments and environmental aspects arising are also considered and assessed for significance.

Compliance Obligations

Management review all relevant environmental legislation directly related to our identified environmental aspects and impacts using the NET-Regs service www.netregs.gov.uk which is service provided by the UK Environment Agency. Legal and compliance obligations are reviewed on a regular basis with assistance from the automatic emails received from NET-Regs whenever legislation is updated or is newly published.

The introduction of new legislation and changes to current legislation is principally monitored through following sources of information:

1. NETRegs service www.netregs.gov.uk
2. Recycling envirowise.wrap.org.uk
3. Environment www.environment-agency.gov.uk
4. Environment and Health & Safety www.cedrec.com/home/index.htm
5. Legislation updates: www.legislationupdateservice.co.uk

We also use guidance provided by the Environment Agency that breaks down the requirements of common legislation: <https://www.gov.uk/government/organisations/environment-agency/services-information>.

The Manager ensures that applicable environmental aspects and impacts are identified and understood in terms of customer requirements and current legislation.

Similarly, management reviews any relevant health and safety related legal requirements, obligations, regulations and Approved Codes of Practice (ACoPs) using the Health and Safety Executive's website www.hse.gov.uk/guidance/index.htm and ensures that all applicable health and safety hazards are identified, evaluated and understood in terms of current legislation, including, as appropriate:

1. The Regulatory Reform (Fire Safety) Order 2005;
2. Reporting Hazards and Dangerous Conditions or Incidents (Near Misses);
3. Health and Safety (First Aid) Regulations 1981;
4. COSHH Regulations 2002;
5. Health & Safety at Work Act 1974.

EMS Objectives

Environmental Objectives

Cahill Design Consultants sets out its objectives and targets on a regular basis within the management review where details of programme dates and responsibilities are defined. Improvements in environmental performance are incremental and are in keeping with the size and complexity of our organisation. Objectives and targets are established for the management of EMS performance. Each objective:

1. Is consistent with our established strategies, policies and context;
2. Contributes to the prevention of incidents and to reduce their impact(s);
3. Contributes to the prevention of pollution;
4. Provides a basis for continual improvement;

To enable objectives and targets to be met, annual improvement plans are developed, documented and integrated into our overall annual business planning process and which:

1. Specify the required resources (both human and financial) needed to meet the objectives;
2. Specify the roles and responsibilities for implementing improvement plans and actions;
3. Establish the timeframes for the completion of improvement plans and achievement of objectives.

Planning Actions to Achieve Environmental Objectives

Progress is reviewed routinely by management as part of the management review and reporting activities, and incorporates any proposed developments for modified activities or services. Management programmes are modified to account for any changes that affect the achievement of our objectives and targets. All proceedings and decisions are recorded in the management review meeting minutes.

In order to determine whether or not our objectives and targets are being met, their related metrics are reviewed during annual internal reviews and management audits. This allows progress over time to be monitored. Environmental objectives for our organisation include the following aspects:

1. Energy and carbon reduction;
2. Potable water reduction;
3. Pollution prevention and waste management;
4. Commuting and business travel;
5. Environmental Management System.

All employees are aware of and responsible for the fulfillment of our policies and their subsequent objectives.

Environmental Objectives

All employees are made aware on the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. The issues are discussed at team meetings and annual reviews

Performance Evaluation

Monitoring, Measurement, Analysis & Evaluation

General

Your organization applies suitable methods for determining which aspects of the environmental management system and its processes are to be monitored, measured and evaluated. The frequency and methods by which our processes are monitored, measured and evaluated is determined and informed by:

Statutory and regulatory requirements;

1. Customer feedback and specification requirements;
2. Process and EMS requirements;
3. Process performance and audit results;
4. Level of risk and types of control measure;
5. Trends in non-conformities or corrective actions;
6. Criticality for product conformity.

Evaluation of Compliance

Conformance is reviewed and evidence of evaluation is maintained through the management review process.

In most cases, monitoring and measurement is an on-going process intended to collect data required by legal and other requirements. Internal Audit

Evaluation of Compliance

Internal audit results are critical inputs that help to assess the effectiveness of our EMS. Your organization's internal audits use risk based thinking and the notion of continual improvement as the main drivers. Internal audits are conducted at planned intervals to determine whether the management system conforms our organisation's planned arrangements.

Internal Audit Programme

Cahill Design Consultants internal audit programme is based upon a strategy that considers the status and importance of each process that comprises our EMS. The audit frequency is based upon process performance trends, results from previous audits, levels of customer satisfaction, rates of non-conformity and corrective action, etc. to ensure that our organisation focuses on the aspects that affect product and process conformity the most. The reviews are generally undertaken annually.

Management Review

General

To ensure the continuing suitability, adequacy and effectiveness of our EMS in meeting our organisation's strategies, management conducts formal management review meetings at planned intervals.

Inputs

The management review is led by management and considers the following:

1. The suitability of our EMS policies;
2. The impact of changes in compliance obligations;
3. The management of risk and opportunity;
4. EMS objectives, targets and performance indicators;
5. Changing expectations and requirements of relevant interested parties;
6. Changes in organizational activities;
7. Changes to the organizational structure or change management effectiveness;
8. Communication and feedback from stakeholders;
9. Workplace, environmental, and health and safety monitoring;
10. The status of non-conformities and corrective actions;
11. Performance statistics, including summaries of safety statistics and environmental monitoring results.
12. Findings of completed audits and reviews;
13. Follow up on actions from previous management reviews;
14. Recommendations and opportunities for improving the effectiveness of the EMS.

Outputs

The primary outputs of management review meetings are management actions that are taken to make changes or improvements to our quality management system. During management review meetings, management identifies appropriate actions to be taken regarding the following issues:

1. Improvement of the effectiveness of the EMS and its processes;
2. Opportunities and risks;
3. Significant environmental aspects;
4. Resource needs.

The primary outputs of management review meetings are the actions necessary to make changes or improvements to our EMS. Responsibilities for required actions are assigned to members of the management review team. Any decisions made during the meeting, assigned actions and their due dates are recorded in the management review minutes. Management review minutes are retained and include:

1. Decisions and actions relating to possible changes to policies, objectives and targets;
2. Information relating to revised risks and any proposed treatment and controls;
3. Improvement suggestions for inclusion into future management plans;
4. Any other alternation, modification and improvement to the EMS that demonstrates a commitment to continual improvement.

Relevant outputs from the management reviews are made available for communication and consultation throughout our organisation.