



Procedure number and title:

**ENVIRONMENTAL POLICY MANUAL**

Issue number 1

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Authorised by:

Date: 5<sup>th</sup> January 2015

## 1 Purpose and Scope

Symphony Windows, Doors and Conservatories Ltd (Symphony) is committed to:

- Establishing, implementing, maintaining and improving its environmental management system in accordance with the requirements of ISO 14001:2004;
- Assuring itself of conformity to the Environmental policy
- Demonstrating, as a minimum, compliance with relevant legislation

This policy applies to all Symphony operations covering:

'The manufacture, supply and installation of aluminium windows, doors and conservatories. The supply and installation of PVC-u windows, doors and conservatories.'

## 2 Responsibility

Responsibilities are defined in sections 5.8/5.9 of this Policy manual.

## 3 Company Profile

Symphony was founded in 1998 by the present management team. Since that time Symphony has established an enviable reputation within the public sector and commercial market, undertaking contracts for Local Authorities, Housing Associations and Building Contractors.

Our approach includes a firm commitment to quality and, at the same time, taking care of the Environment and the Health & Safety of ourselves and others who may be affected by our activities.

The primary objective for Symphony is to achieve full registration to BS EN ISO 14001 with BSI by the end of 2015.

## 4 Requirements

### 4.1 Environmental Management System Structure

The Symphony Environmental Management System is arranged in two parts:

Part 1: This Environmental Policy manual provides an overview of the Environmental Management System (EMS). It contains the Environmental Policy, Organisation, Responsibilities, and sets out the arrangements to meet the requirements of BS EN ISO 14001:2004. A cross reference demonstrates how Symphony meets the requirements through their environmental procedures which are retained separately.

This Environmental Policy manual is intended as an introduction to the system:

- For customers and interested parties, including members of the public, seeking information relating to environmental management capability within Symphony.



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- For second or third party organisations undertaking assessments, as a key to the detailed implementation procedures adopted.
- For new and existing staff and contractors.

A copy of this Environmental Policy Manual is communicated to interested parties via the company website at [www.symphonywindows.co.uk](http://www.symphonywindows.co.uk)

Part 2: This contains the environmental management procedures, primarily for use within the company. These documents are primarily available for reference or for audit purposes; they are not normally distributed externally.

## 5 Environmental Management System

### 5.1 General

The Environmental Management System (EMS) operated by Symphony is described below.

There are significant overlaps between Quality, Environment and Health & Safety management within the business. The core procedures, including supplier management, document control, records, non-conformance, training, auditing and management review are common across the business to avoid duplication.

### 5.2 Environmental Policy

Symphony is committed to ensuring the following:

- Commitment to the prevention of pollution;
- Continual improvement to the nature, scale, sustainability and environmental impact of its products and activities;
- Commitment to compliance with all applicable environmental legislation and interested party requirements.

The target is the full implementation and ongoing running of an environmental management system compliant as a minimum to BS EN ISO 14001:2004 by the end of 2015.

Symphony is committed to providing a documented, implemented, monitored and reviewed environmental management system to achieve stated objectives and continual improvement. This policy is fully communicated to all employees, contractors and to interested parties, including the general public via the company website at [www.symphonywindows.co.uk](http://www.symphonywindows.co.uk)



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### 5.3 Environmental Aspects

Symphony shall:

- Establish and maintain procedures to identify the environmental aspects of its activities, products and services that it can control and over which it can have influence, in order to determine those which have or can have significant impact on the environment.
- Significant aspects of the business are energy usage from manufacturing and transport activities, use of raw materials and waste generation, all of which are closely monitored, with objectives set to minimise and reduce the associated impact on the environment.
- Ensure that all procedures are maintained and kept up-to-date.

### 5.4 Legal Compliance

Symphony shall establish and maintain:

- Procedures to identify legal and other requirements to which the organisation subscribes that are applicable to the environmental aspects.

### 5.5 Objectives and Targets

Symphony shall establish and maintain:

- Documented environmental objectives and targets relevant to the organisation. All objectives shall consider legal and technological options, and financial and business requirements.

### 5.6 Environmental Management Programme

Symphony shall establish and maintain:

- Documented programmes for achieving its objectives and targets within the company, together with the means and time frame by which they are to be achieved.

### 5.7 Training, Awareness and Competence

Symphony shall establish and maintain procedures to ensure:

- That all staff and contractors are aware of significant environmental aspects and impacts, actual or potential from work activities, and any departure from specified procedures has on the environment.
- Appropriate training is given to manage work activities which have a significant impact on the environment.
- That all staff and contractors are aware of the importance of conformance with the company's environmental policy and management system.



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## 5.8 Structure and Responsibility

Symphony shall establish and maintain:

- The roles, responsibility and authority in order to demonstrate effective environmental management.
- Resources essential to the implementation and control of the environmental system, and provide them.
- Resources to include human, specialised skills, technological and financial and shall include defined roles and authorities for ensuring all the environmental management systems are established and implemented, and to provide reports of compliance.
- That the Managing Director ensures that the company's environmental policy and procedures are fully documented, complied with and kept under review to meet with current requirements and legislation.

## 5.9 Environmental Management System Representatives

Symphony defines the environmental management responsibility and level of authority of the individuals as follows:

### 5.9.1 Managing Director

- The overall achievement of environmental performance and the promotion of environmental awareness within Symphony.
- The definition of the environmental policy and objectives for the business.
- The review and improvement of the Environmental Management System.
- The training of personnel.
- The resolution of any environmental related disputes brought to his attention, which cannot be resolved by the EMS Representative.

### 5.9.2 EMS Representative – Health & Safety Manager

Reporting to the Managing Director for Environmental matters, and authorised to undertake the daily operation of the Environmental Management System. Specific duties include the following:

- Ensure that the requirements of BS EN ISO 14001:2004 as detailed in the Environmental Management System manual are implemented and maintained throughout the company.
- Identify the need for environmental procedures and organise the preparation, issue and revisions of the Environmental Management System as necessary.
- Review and approve amendments to the Environmental Management System.



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- Communicate changes to the Environmental Management System.
- Prepare internal audit programmes for environmental system
- Ensure that corrective actions are undertaken.
- Follow up audit activities to verify and record effectiveness of corrective actions.
- Maintain appropriate records, including records of environmental complaints.
- That appropriate environmental education and training is given to ensure Symphony does not pollute the environment;
- Utilities, transport and waste are monitored, controlled and reduced wherever practicable;
- Waste is only disposed of by authorised waste carriers who are licensed to carry the type of waste they are collecting;
- Waste carriers are controlled and a full record of waste transfer documentation is maintained;
- Targets and objectives for the Environmental Management System are communicated and a “green” approach is encouraged at all times.
- Appropriate environmental emergency procedures are implemented and maintained.

### 5.9.3 Factory Manager

The duties of the environmental management system are laid down within operating procedures, but the Factory Manager has the following general duties to:-

- Ensure that the requirements of BS EN ISO 14001:2004 as detailed in the Environmental Management System manual are implemented and maintained;
- Production processes minimise their impact on the environment;
- Work is planned in a manner which minimises the quantity of waste produced;
- Work is planned to ensure that deliveries to site are made in the most efficient manner to avoid additional journeys to make up any shortages;
- Waste streams are segregated and controlled, with a view to minimising the quantity of waste which is disposed of via landfill;
- Co-operate with internal audit programmes for the environmental management system within their departments.
- Ensure that corrective actions identified and agreed are closed off in a timely manner.



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- Ensure appropriate environmental records are retained.

#### 5.9.4 Senior QS Manager

Site activities are controlled to minimise the impact to the environment

- Transport is planned to minimise delivery mileage
- Site activities are planned to minimise disruption, noise and waste
- Waste is either disposed of via the main contractor's arrangements or removed from site and disposed of by Symphony.

#### 5.9.5 All Staff

All staff must comply with the requirements of the Environmental Management system as directed. Key environmental activities, such as handling of waste transfer notes and ensuring spill kits are maintained in good working order, are undertaken by designated staff.

Other environmental requirements, such as being energy efficient, placing waste into the correct containers to ensure maximum levels of recycling, and minimising of waste to landfill are mandatory for staff at all times.



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6 ISO 14001/Procedure Cross Reference

Part 1 Part 2

Ref	Title	Environmental Policy Manual	E1 EMS Operational Control	E2 Emergency Preparedness and Response	E3 Legal and other requirements	E4 EMS Monitoring and Measurement	QAP09 Training	QAP10 Complaints, Corrective and Preventive Action	QAP07 Document and Data Control and Records	QAP11 Internal Audits	QAP12 - Management Review
4.1	General Requirements	X									
4.2	Environmental policy	X									
4.3	Planning	X									
4.3.1	Environmental aspects	X									
4.3.2	Legal and other requirements	X			X						
4.3.3	Objectives, targets and programme	X			X						
4.4	Implementation and operation	X									
4.4.1	Resources, roles, responsibility and authority	X									
4.4.2	Competence, training and awareness	X					X				
4.4.3	Communication	X									
4.4.4	Documentation	X									
4.4.5	Control of documents								X		
4.4.6	Operational control		X								
4.4.7	Emergency preparedness and response			X							
4.5	Checking					X				X	



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4.5.1	Monitoring and measurement				X	X					
4.5.2	Evaluation of compliance				X	X					X
4.5.3	Non conformity, corrective action and preventive action							X			X
4.5.4	Control of records								X		
4.5.5	Internal audit									X	
4.6	Management Review										X

## 7 Environmental Policy Manual History

First issue – 5<sup>th</sup> January 2015