

# Hunterlodge Environmental Manual

In accordance with  
ISO 14001:2015



<p><i>Approval logo</i></p>	<p>Prepared by:</p> <p><i>Anna Flood</i></p>	<p>Approved by:</p>
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# Environmental Manual

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## 1 Approvals, control and amendment

An approval signature on the front cover indicates approval of this manual. Controlled copies are identified by controlled status on front cover - only controlled copies will be automatically updated. Amendments to sections of this manual are detailed in the following table. Approval of the amendment is indicated by the Management Representative's initials on master soft copy and original signature on physical controlled copies.

### Document history and change record

Issue	Issue date	Description of change
5.0	10/05/18	Updated to comply with ISO 14001:2015 Incl. understanding the organisation, Leadership and

The following are registered holders of controlled copies of the Environmental Manual:

Position	Manual Number
Anna Flood (Management Representative)	05

Distribution of the management system documentation is by controlled master soft copy over the MRF network.

### 1.1 Management system scope

The scope of the Hunterlodge management system is as follows:

- The provision of marketing and advertising agency services.

## 2 Introduction

### 2.1 Overview and company history

Hunterlodge specialises in creating the perfect blend of strategy, media, digital and creative to produce the most effective advertising possible for each individual client. Our incredible arsenal of people have amazing skills, knowledge and experience, driven by a purpose – to make effective advertising accessible to all clients.

We breed success junkies who enjoy the thrill of advertising, have an unquenchable thirst for knowledge and thrive on a culture that refuses to lose! It is this obsession with effectiveness that ensures we add value, innovation and ultimate ROI for our clients.

What makes us different? We start at the end – with results. Our *raison d'être* is to do more to make sure you get the results you want. It's not something that agencies usually want to talk about, let alone start with. But without the right objectives, we won't get the right outcome or even be able to measure what we've done effectively, and that drives us mad. That's why we start with the outcome you want and work back. It's not great if you're watching a movie but it's brilliant if you're hiring an agency.

This red thread of effectiveness is visible in everything we do. It is this obsession with effectiveness and a dedication to results that drives the way in which we work with our clients – through embracing simplicity and common sense, thriving from collaboration and fuelling creativity across all our solutions, from strategic planning to creative execution.

## **3 Management system**

### **3.1 General requirements**

Hunterlodge has established an Environmental Management System (MS) in order to ensure that the company:

- Fulfills the compliance obligations.
- Achieves its environmental objectives.
- Continuously monitors, measures and enhances its own environmental performance.

Through meeting these objectives, Hunterlodge seeks to manage the effective implementation of their Waste Collection, Sorting, Recycling and Disposal services.

The MS is designed to assist with the identification, interaction, control, monitoring, analysis and improvement of all key business processes. These key processes are managed to ensure:

- Conforming services are delivered.
- Control methodologies are in place and effective.
- Adequate resources are available (including competent personnel).
- Non-conformities are prevented.
- Measurable environmental objectives are satisfied.

The effectiveness of the MS is regularly audited, reviewed and improved in accordance with ISO 14001:2015 and the needs of the business.

### **3.2 Documentation requirements**

#### **3.2.1 General**

The Hunterlodge EMS comprises three main parts, the Environmental Manual (EM), the Environmental Procedures and process documents, these include operational procedures for environmental considerations where appropriate.

All EMS documentation necessary to support the key business processes has been prepared in accordance with the requirements of applicable standards.

#### **3.2.2 Environmental manual**

The Hunterlodge environmental system is designed to address all the requirements of ISO 14001:2015.

#### **3.2.3 Control of documents**

The majority of the company's EMS documents are stored in an electronic format on the Public (P) Drive /EMS + ISO 14001. In line with this management of electronic documents, a computer backup system is used to provide appropriate document and data protection.

All controlled documents are approved, reviewed, updated and controlled in accordance with Control of Documents Procedure. Only the latest issue of any document is maintained. If it is necessary to hold superseded documents, these will be identified accordingly.

A register is kept for all controlled documents and hard copies of the manual and associated procedures / process documents are maintained as reference controlled copies.

Documents of external origin, determined by the organization to be necessary for the planning and operation of the quality management system, are also appropriately controlled.

#### **3.2.4 Control of records**

The control of records and data that provide evidence of conformance to requirements and the effective operation of the environmental and is documented in MP02, Control of Records Procedure.

All documents are stored in either hard copy or electronic form for the retention time specified. This retention time is based on business, regulatory and customer requirements. The data is stored in such a way as to allow easy cross-reference and retrieval, with key records stored on computer systems being backed up periodically through Hunterlodge's IT facilities.

## **4. Context of the organisation**

### **4.1 Understanding the organization and its context.**

At Hunterlodge we monitor internal and external issues through re-doing the Pestle analysis every year when preparing its business plan and being audited by IIP and IPA for our people policies. Hunterlodge further carry out reviews with clients an IIP. EMS is audited by BSI 14001 the assessment reports are available to view on the P Drive. Any non- conformities that arise out of the review are actioned and rectified.

The Pestle report is reviewed in the annual MRM and complaints or failure to comply triggers a board meeting for immediate review and an appropriate action plan is put in place.

### **4.2 Understanding the needs and expectations of interested parties**

All interested parties are affected by the organisations environmental system and any compliance obligations associated with them. Customers, Suppliers, Employees, government legislation and the community all apply to the EMS in one form or another. This is analysed through the Pestle analysis in the MRM and when preparing the annual business plan.

## **5 Leadership**

### **5.1 Leadership and commitment**

Management commitment to the development, implementation and improvement of the environmental management system is demonstrable through the continual communication of environmental requirements, establishing and support of environmental policy and objectives, the full participation in management reviews, and the provision of appropriate resources.

The way our staff delivers against these objectives are by living and breathing our values. These are reviewed through our evaluation of people's 121's and how each person is displaying these values. By displaying these values allows us to drive improvements and also ties into ensuring that any mistakes are reduced. SMT actively promote the evaluation of any hazard through the 121's and are checked by every manager and director each month. See H&S and environmental energy savings observations.

### **5.2 Environmental policy**

The Environmental Policy has been produced, reviewed and approved to ensure it is appropriate to the business, demonstrates commitment to the achievement of the intended outcomes of its environmental management system, which provides value for the environment, the organisation itself and interested parties and supports continual improvement. The policy is also used to provide a framework for environmental objectives. The policy is shown in Appendix 2 and a signed copy of this policy statement is displayed and is communicated to all staff. The policy is made available to the public via the hunterlodge web site and is reviewed at periodic Management Review.

### **5.3 Organisational roles, responsibilities and authorities**

The resource and competency requirements for tasks or roles that have an environmental impact are evaluated and recorded by way of job descriptions/contracts of employment and through 1-2-1 H&S and Environmental Observation. The effectiveness of training carried out is recorded and evaluated through the competence that has been achieved.

All new employees are taken through an induction process to comply with quality, environmental and Health & Safety requirements. The induction also covers company background, product / service awareness and customer familiarisation. The Employee Handbook documents that the induction process has taken place and an organogram shows responsibilities for EQMS with the organisation.

Training is available for all employees and is planned and recorded through the monthly 1-2-1 meetings with managers. The effectiveness of both internal and external training is evaluated and recorded, and subsequent corrective actions are implemented as required.

A review of training effectiveness and ongoing requirements is carried out at least annually and training records are maintained.



## 6. Planning

### 6.1 Actions to address risks and opportunities

Once an issue has been identified which could potentially cause problems to the organisation, preventative action is put in place. An action plan will be developed by the relevant department manager for which the issue presents a potential non-conformity. The action plan assigns a person responsible for the action within the department, what the action is and how the resolution will be carried out. The preventative action is then implemented and monitored in order to prevent issues or problems from developing into non-conformities. The actions will be recorded and evaluated during management reviews to ensure that the action plan is addressing the issue and preventing it from becoming a non-conformity.

In order to identify potential non-conformities Hunterlodge undertakes PESTEL analysis. Political, economic, social, technological, environmental and legal factors potentially affecting the business are evaluated and action plans put in place to prevent environmental factors from developing into non-conformities. Hunterlodge also engages in succession planning by empowering and training staff to cope when key personnel are away to ensure quality is not compromised. To prevent against technological non-conformities, Hunterlodge has in place a disaster recovery procedure and receives support through the company's external IT support provider.

### 6.2 Environmental aspects

Legal and other applicable requirements have been taken into account in the implementation and maintenance of the Hunterlodge Environmental Management System. Further details of the identification, monitoring and determination of these requirements and how they apply to the environmental aspects of the organisation are documented in the Environmental and Legal Register (Document 1/2011 amended 2018) and Cleantex Site Manual.

The monthly EQMS meeting review any action required for Quality and Environmental issues, observations and non-conformities.

Staff levels are reviewed in the weekly board meeting to ensure that objectives can be met. The Internal Audit check list is carried out twice a year to ensure compliance is adhered to and up to date. The Legal and other related requirements are reviewed during the Management Review.

#### **Hunterlodge's Environmental Objectives**

Mr R Hunter, the board of Directors and all of the staff are now fully committed:

- To maintain an effective system complying with International Standard ISO 14001.2015
- To meet the legal requirements relative to our operations
- To consistently monitor performance and continually improve systems and processes
- The areas where this environmental strategy will focus are:

#### **6.2.2 Planning actions to achieve environmental objectives**

##### **Energy**

The company will endeavour to reduce fuel use on all activities including transport, control or reduce the overall consumption of electricity and gas in the offices.

Solar panels were installed in November 2015 with a long-term view to reduce electricity consumption.

##### **Water Use**

The company will ensure that the efficient use of water resources is understood and operated by all employees and that taps are always turned off

An annual service of the boiler and general plumbing to ensure that the efficient use of energy.

##### **Waste Management**

The company will ensure that all waste will if possible be disposed of safely in accordance with statutory requirements.

Recycle as practicable and reasonable redundant personal computers components under the Waste Electrical and Electronic Equipment (WEEE) Regulations or:

- Issue to a registered Charity for subsequent use by a third party (schools etc)
- Return back to Manufacturer
- Issue to a registered WEEE recycling/disposal company

### **Packaging**

The company will endeavour to reduce packing requirements on all company materials taking in to account the necessity to protect materials during transport and storage. Wherever practicable materials will be chosen that can be re-used or recovered and that will minimise harm to the environment on final disposal.

### **Organisation and Management**

The overall responsibility for all matters concerning health, safety, welfare and the environment rests with the Managing Director. The MD will ensure that these environmental policies are implemented throughout the company, by formal training and issuing of the policy to each employee

The Environmental Officer/Company Accountant and the assistant Environmental Officer will be assisting the CEO to establish, implement and maintain this policy.

### **Employees**

At induction all new employees of the company will be made aware of the environmental objectives of the company. They will be informed of the resultant environmental policy, individual responsibilities and emergency preparedness and response and encouraged to comply with these high standards . All staff are encouraged to discuss any matter relating to environmental policies with regard to suggestions or alterations which in any way improve these standards.

### **Asbestos**

No harmful asbestos has been found in the building (ref to report dated 10/07/2008 on the Intranet under H&S)

## **7. Support**

### **7.1 Resources**

Senior Management are responsible for providing the necessary resources in terms of both personnel and equipment to ensure that the processes outlined in the EMS are carried out throughout the entire service realisation process.

Auditing is carried out by personnel independent of the process being assessed.

### **7.2 Competence**

It is Hunterlodge policy that staff performing work that can have an environmental impact are competent based on appropriate education, training, skills and experience. This is verified through audit and review and is recorded as appropriate in an individual's 121.

All new employees are taken through an induction process to comply with quality, environmental and Health & Safety requirements. The induction also covers company background, product / service awareness and customer familiarisation.

Training is available for all employees and is planned and recorded by the use of *individual training records* on the monthly 121's. The effectiveness of both internal and external training is evaluated and recorded, and subsequent corrective actions are implemented as required.

A review of training effectiveness and ongoing requirements is carried out at monthly in 121's and training records are maintained.

### **7.3 Awareness**

Staff are made aware of the Environmental Policy during their induction programme. Environmental Energizers occur at least once a year to update staff on EMS requirements. Regular Emails inform staff of any new legal changes or improvements.

Environmental Observations are actioned in the Monthly EQMS meetings that are collated from the 121's and any actions are communicated to staff via email.

### **7.4 Communication**

Hunterlodge environmental policy is available to interested parties on the Hunterlodge Website under ISO 14001.

## **8. Operation**

### **8.1 Operational planning and control**

#### **Purchasing**

##### **Evaluation and selection of partners and suppliers**

Suppliers and subcontractors are selected on their ability to provide quality goods and services, delivered on time and at the right price. All suppliers, including outsource partners, are subjected to a supplier quality assurance process.

The level and depth of this process depends on the impact the supplied product or service has on the environmental aspects. A list of approved suppliers is maintained and their performance monitored.

All key suppliers have been made aware of requirements in terms of quality, environmental and regulatory requirements, delivery and price and they are encouraged to highlight any concerns they may have about meeting these requirements.

##### **Purchasing information**

Numbered purchase orders are used for the purchase of all key goods and services. Order numbers are generated and recorded via a purchase order system on Data Valley.

Purchase orders contain sufficient details to accurately describe the product or services ordered and will be supported by detailed purchasing information such as supply agreements or specifications where appropriate.

Approval of purchase orders are by authorisation by the CEO and/or Financial Controller.

##### **Verification of purchased product**

Suitable verification documentation is requested from suppliers as appropriate. This documentation is requested via the purchase order and can include certificates of conformity and associated data.

If required within the contract, arrangements for the customer to verify purchases and subcontracted work will be written into the purchase order.

Where appropriate, an incoming inspection will be carried out in accordance with Purchasing Procedure MP06.

#### **Production and service provision**

##### **Control of product and service provision**

Materials are separated by manual and mechanical means with routine inspection at all stages of the process. These services are performed under controlled conditions. This includes:-

- The use of work instructions (where necessary).
- Monitoring and verification of products and services.
- Standard working methods.
- Identification of standards of acceptable work to be achieved by staff.

##### **Validation of processes**

While the output from service provision processes are verified through subsequent monitoring or measurement, the capabilities of all service / recycling processes are regularly monitored to achieve ongoing improvement and re-validation.

##### **Preservation of product**

The procedures for the handling, storage, identification and protection of recyclates during the MRF processes are implemented accordingly.

Waste materials delivered to the office are received, processed (sorted) baled and despatched in an appropriate and established safe and recognised manner to ensure that no significant damage or deterioration occurs that could result in reduction of material quality and / or any potential statutory or environmental consequences.

All recyclable materials are handled safely and carefully so that no deterioration occurs during transportation to their destination

**Control of monitoring and measuring devices**

All equipment / vehicles that are used for Hunterlodge purposes, Health & Safety purposes, inspection, measuring and testing to demonstrate the conformance of the service process are controlled and calibrated.

All vehicles and associated equipment is checked prior to use to ensure satisfactory status / fitness for use.

## 9. Performance evaluation

### 9.1 Monitoring, measurements, analysis and evaluation

Monitoring and measurement of processes is implemented to demonstrate their ability to achieve planned results. Where planned results are not achieved, corrective action is taken in a timely manner.

Where a process can be monitored and measured directly, it will be conducted through measurement of process characteristics. A process that is unsuitable for direct measurement will be monitored through activities such as internal audit. The trends recorded through process monitoring and measurement is reviewed at management reviews.

The monitoring and measurement of operations that can have a significant environmental impact is also documented in associated environmental aspects, objectives and targets records.

#### 9.1.2 evaluation of compliance

Evaluation of compliance with applicable legal and associated environmental requirements is also carried out and recorded on a periodic basis, primarily through the Management Review process.

The company will report by email and its website <http://www.hunterlodge.co.uk>, its environmental performance against its objectives.

### 9.2 Internal audit

Internal audits are performed periodically to verify the use and effectiveness of the quality and environmental systems. The audit programme is planned and published, taking into account the status and importance of the processes to be audited as well as previous audit results.

The EQMS Internal Auditing procedure is documented in Appendix 3.

### 9.3 Management Review

The company's environmental management system will be reviewed continually & always annually, to ensure its continuing suitability, adequacy & effectiveness. Reviews shall include assessing opportunities for improvement & the need for changes to the environmental management system including this policy, the company's objectives & targets & changing circumstances, including legal & other requirements related to environmental aspects & recommendations for improvement. Any amendments will be brought to the attention of all staff.

Signed



**Rob Hunter**

## **10. Improvement**

The company is committed to continual improvement of its operations and that the objectives will be audited and assessed for suitability and compliance. Non-compliances will be addressed for future objectives

### **10.1 Non-conformity and corrective action**

Records of non-conformity are maintained and analysed in the monthly EQMS meetings and actioned. Non-conformities also form part of the Management Review. Output material or service non-conformities are reviewed by authorised staff in order to determine any remedial action and outputs are subsequently inspected.

Where non-conformity has an environmental aspect or has resulted in an emergency situation that has an environmental impact, this will be dealt with in accordance with Emergency Response and associated Business Continuity Plan.

Any non-conformities will be analysed to develop corrective actions that eliminate cause and prevent recurrence. Monitoring, Measurement and Improvement Procedure outlines requirements for:

- Reviewing non-conformities, including customer complaints.
- Determining the cause of non-conformities.
- Evaluating the need for action to prevent re-occurrence.
- Determining and implementing action needed.
- Recording results of action taken.
- Reviewing corrective action implemented

### **10.3 Continual improvement**

Opportunities for continual improvement will be identified through the review of quality and environmental policy, objectives, audit results, analysis of data, corrective and preventive actions and management review.

Improvements identified and implemented, and the resulting benefits are monitored and the results reported at the management review.

The effective and timely implementation of corrective actions and complaint resolution is monitored

## Appendix 1 – Environmental Policy Statement

Hunterlodge is committed to providing high levels of customer service by excelling in all aspects of marketing and advertising allowing its customers to outperform their competitors. We are committed to ensuring that our operations take into account the possible impacts on the environment. Through the following:

1. Conform to ISO 14001:2015 Environmental Management System and all relevant Environmental Legislation and Regulations.
2. Operating the Business in an environmentally sensitive manner
3. Purchasing environmentally friendly materials when appropriate
4. Raising the awareness of staff so that everyone may be involved
5. Reducing Energy usage by increased Energy Efficiency
6. Continuously improve our environmental performance by promoting solutions to reduce our consumption of resources, minimize our waste and ultimately reduce our carbon footprint.
7. Using raw materials in a manner that reduces waste
8. Ensuring that the efficient use of water resources is understood
9. Encourage our clients to purchase printed products made from fibre originating from forests certified to Sustainable Forestry Management Standards (FSC) with minimal packaging.
10. Acting on some of the recommendations of the Energy Performance Certificate
11. Encouraging staff to minimise their use of cars for travelling to work and support greater use of Cycling, Public Transport and car sharing.

We will aim for Continuous Improvement



Rob Hunter, CEO  
On behalf of the Company: Hunterlodge Advertising Ltd



## Appendix 2 – Internal Auditing

### EQMS Internal Audit Procedure

#### 1.1 Purpose

The purpose of this procedure is to provide a planned and documented method for carrying out internal audits of the Management System (MS).

Internal quality auditing verifies whether quality activities comply with planned arrangements and the effectiveness of the MS. If any non-conformities are found, corrective actions will be implemented based on the results of these audits.

#### 1.2 Scope

This procedure contains the following sections:

- Audit planning
- Carrying out an audit
- Corrective action review
- Related documents

#### 1.3 Glossary

AS	- Audit Schedule
MR	- Management Representative
MS	- Management System
NC	- Nonconformity
OBS	- Observations
QEA	- Quality and Environmental Auditor

#### 1.4 Procedure

The Management Representative (MR) is to ensure the implementation of this procedure and is responsible for maintaining the audit schedules and audit reports.

The MR and trained Quality and Environmental Auditors (QEA) are responsible for conducting internal quality audits. Records are maintained in accordance with Control of Records Procedure MP02.

##### 1.4.1 Audit planning

Audits are planned using the Audit Schedule (AS) so that all sections of the management system are audited at least once per year. More important activities or areas with identified problems are audited as often as required to correct deficiencies and to give confidence of correct operation.

The AS has a key for completion and this is updated following an audit to show the status of the audit and to provide information for future planning.

QEAs are trained and are appointed to audit areas that they do not generally work in. This is to provide an independent check as far as possible with the number of staff available.

The QEAs will make arrangements with the relevant personnel prior to the planned audit to confirm the day of the audit and availability.

##### 1.4.2 Carrying out an audit

The audit is carried out using the Janitors Report, which consists of an audit checklist, a findings report and a corrective action report. The report forms are specifically prepared for each process/section of the MS.

After selecting the area to be audited, a copy of the previous completed report is reviewed for any areas of concern noted at that time. The audit is then conducted, recording clearly all the audit findings and observations on the report.

Audit findings must include process description, file/job or record numbers and people interviewed. The findings should be clear and unambiguous to anyone reading the report.

The status of the findings is recorded beside each entry and will be one of the following:

**OBS** - The findings are not incorrect but give cause for concern or could be improved.

**NC** - The findings indicate a procedure has not been followed or the procedure does not meet the requirements of the MS.

✓ - The findings and answers are satisfactory and comply with the procedure.

The auditee should be made aware of the findings and observations, good and bad.

The appropriate section of the report is signed by the auditee and auditor to confirm agreement of the content of the report. Where more than one auditee is audited they should be told the findings at the time of audit and the department head will be asked to sign the report.

#### **1.4.3 Corrective action review**

The completed audit reports are reviewed by the MR and the schedule updated.

Satisfactory reports are signed and filed in the completed audit section of the quality file. Audit reports that are not fully completed are discussed with the auditor as part of the ongoing audit training.

Reports requiring action are discussed with the relevant persons and actions are agreed and documented. Recorded actions will clearly detail what is to be done, who is responsible and the times scale for completion to ensure that the issues are resolved and the recurrence of a similar problem is prevented. Significant or longer timescale issues may be recorded on a Quality and Environmental Report to assist with the tracking and closure of corrective action.

The MR and QEA will monitor the actions and review completion on the agreed dates. Once satisfied that the actions have been effectively implemented the report is signed off and filed. The audit results are reviewed at the Management Review meeting and, if considered necessary, additional preventive actions are implemented.

#### **1.5 Related documents**

- Audit Report Form (Janitors Report and Audit Checklist)
- Control of Records Procedure
- Audit Schedule.
- Quality and Environmental Report Form

### 9.6 Summary flow chart

