

Safety Health & Environment Section

Environmental Management System (EMS)

FM/ENV/003

EMS Manual

August 2016

Version 4.0

Document review due: August 2017

Please Note – This is a controlled document, please ensure you are using the most recent version [available on the UCLan intranet](#).

Document History

| Date | Author | Version | Description of modifications |
|---------------|-------------|---------|--|
| Dec 2009 | S. Buckland | 0.1 | Initial draft of document issued for review. |
| May 2010 | S. Buckland | 0.2 | Final draft version submitted for review |
| July 2010 | S. Buckland | 1.0 | Final version for authorisation following incorporation of comments from review. |
| Oct 2010 | S. Buckland | 2.0 | Alterations made following ENV0510 internal audit. Added section 1.3, 4.1.4.5 – 4.1.4.16 & 19, 4.4, 4.7, 4.7.2 and 5.4. |
| Oct 2010 | S. Buckland | 3.0 | Sections 4.5, 5.1 and 5.4 updated |
| Apr 2011 | S. Buckland | 4.0 | Sections 1.1, 3.1.2, 4.1.2, 4.1.4.1, 4.1.4.4, 4.1.4.25 (new), 4.3.1, 4.3.2, 5.1 & 6 updated following audit recommendations |
| October 2011 | C. Challen | 5.0 | Sections 1.3, 4.1.4.4, 4.1.4.5, 4.1.4.7, 4.1.4.22, 4.1.4.24, 4.3.1.1, 4.3.1.1, 4.3.1.1, 4.3.3, 4.7.2 minor amendments following audit recommendations and minor amendments to sections 3, 4, 5 and 6 to reflect Governance Structure Changes |
| November 2012 | C.Challen | 6.0 | Minor amendments following internal audit ENV0812. Section 4.7.1 has been slimmed down to reduce duplication. |
| March 2013 | S. Buckland | 6.1 | Minor update of Authorised Persons, roles & responsibilities and intranet links. A comprehensive review will take place following review of environmental aspects spring 2013. |
| Aug 2013 | S. Buckland | 7.1 | Whole document review & update, included ENV0813 EMS Manual Audit findings. |
| Sept 2013 | S. Buckland | 1.0 | Migration to SharePoint |
| November 2014 | C.Challen | 2.0 | Minor amendments following audit recommendations ENV0814 |
| November 2015 | C.Challen | 3.0 | Amendments following audit recommendations ENV0116. Added Business Services Manager with responsibility for waste management (4.1.4.18) and amended Executive Team responsibilities (4.1.1.4.1). Added SHE Manager to roles and responsibilities (section 4.1.4.7) |
| August 2016 | C.Challen | 4.0 | All sections amended to reflect the ISO14001:2015 Clauses 4 -10 |

Document Control

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1 ISO14001 Requirements (Scope)

The University is through its Environmental Sustainability Policy committed to the operation of an Environmental Management System (EMS). The intended outcomes of the EMS are:

- Enhance environmental performance
- Fulfil compliance obligations
- Achieve environmental objectives

The University, as an educational establishment, is also committed to supporting programmes and initiatives aimed at improving the awareness of environmental sustainability with staff and students primarily through the informal curricula but also through the taught curricula and research activities. Therefore, the intended outcomes of the EMS are extended to include:

- Embed a culture of sustainability

Certification to the international standard ISO14001:2015 will help achieve these intended outcomes and demonstrates that the EMS is effective, providing value for the environment, the University and interested parties.

The EMS considers the environmental aspects and impacts associated with its activities, products and services to determine the greatest risks and opportunities to the organisation. The risks and opportunities associated with the particular context in which the University operates as well as the needs and expectations of stakeholders are also considered in line with ISO14001:2015 requirements.

This manual has been developed to help anyone navigate their way through the University's EMS and acts as a signposting document to indicate how each of the clauses in ISO14001:2015 are addressed. Each clause is audited internally once over the three year certification period to check compliance with the requirements of ISO14001:2015.

2 Normative References

There are no documented references which are required for the implementation of the ISO14001:2015 standard.

References applicable to the implementation of the University's EMS are as follows:

| | Title | Version | File Name |
|-----|--|----------------|------------------|
| [1] | ISO14001 Environmental Management Systems - Requirements with guidance for use | 2015 | N/A |
| [2] | ISO14004 Environmental Management Systems – General guidelines on implementation | 2016 | N/A |
| [2] | Environmental Sustainability Policy | V9.0 | FMENV002 |
| [3] | Terms of Reference Environmental Sustainable Development Governance Structure | V4.0 | FMENV008 |

3 Terms and Definitions

The following are common terms and definitions used with an Environmental Management System and are applicable to activities at UCLan and referred to in this Manual.

3.1 Organisation and leadership

Environmental Policy - Intentions and direction of an organisation related to environmental performance as formally expressed by its top management.

Top Management – Person or group of people who directs and controls an organisation at the highest level. Top management has the power to delegate authority and provide resources within the organisation.

Interested Party – Person or organisation that can affect, be affected by, or perceive to be affected by a decision or activity.

3.2 Planning

Environment – Surroundings in which an organisation operates, including air, water, land, natural resources, flora, fauna, humans and their interrelation.

Environmental Aspect – Element of an organisation's activities, products or services that can interact with the environment.

Environmental Impact – Change to the environment whether adverse or beneficial, wholly or partially resulting from an organisation's environmental aspects.

Environmental Objective – Objective set by the organisation consistent with its environmental policy.

Requirement – Need or expectation that is stated, generally implied or obligatory.

Compliance Obligations – Legal requirements that an organisation has to comply with and other requirements that an organisation has to or chooses to comply with.

Risks and Opportunities – Potential adverse effects (threats) and potential beneficial effects (opportunities).

3.3 Support or operation

Competence – Ability to apply knowledge and skills to achieve intended results.

Documented Information- Information which is required to be controlled and maintained by an organisation and the medium on which it is controlled.

Life Cycle – Consecutive and interlinked stages of a product (or service) system, from raw material acquisition or generation from natural resources to final disposal.

Outsource – Make an arrangement where an external organisation performs part of the organisation's function or process.

3.4 Performance evaluation and improvement

Audit – Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria set by the organisation are fulfilled.

Nonconformity – Non-fulfillment of a requirement.

Corrective Action – Action to eliminate the cause of a nonconformity and to prevent recurrence.

Continual Improvement – Recurring activity to enhance performance.

Monitoring – Determining the status of a system, a process or an activity.

Performance – Measureable result.

4 Context of the University

4.1 Understanding the organisation and its context

An externally facilitated workshop was conducted in June 2016 to determine the particular context in which the University operates and highlight the most important issues which may affect the intended outcomes of the environmental management system, namely:

- Enhance the University's environmental performance;
- Fulfil compliance obligations including legal and other requirements;
- Achieve environmental objectives;
- Embed a culture of sustainability throughout the Academic Schools and Services.

The methodology used and outputs from the workshop are recorded in [FMENVREC116](#) the results being used to inform the following parts of the EMS:

- 4.3 Determining the Scope of the EMS
- 4.4 Establishing the EMS
- 6.1 Actions to address Risks and Opportunities – Environmental Aspects (6.1.2)

The process will be repeated every 3 years to review any changes which can affect the stated outcomes of the EMS.

4.2 Understanding the needs and expectations of interested parties

An externally facilitated workshop was conducted in June 2016 to determine the University's interested parties and what their needs and expectations are in relation to the EMS. The methodology used and outputs from the workshop are recorded in [FMENVREC116](#) which includes the following:

- A Stakeholder Analysis to identify internal and external stakeholders with an interest in the EMS;
- A list of their specific needs and requirements to highlight which are compliance and/or voluntary obligations.

These outputs are used to inform the following sections of the EMS:

- 4.3 Determining the Scope of the EMS
- 4.4 Establishing the EMS
- 6.1 Actions to address Risks and Opportunities – Compliance Obligations (6.1.3)
- 7.4 Communications

This process will be repeated every 3 years to review any new stakeholders who may have an interest in the EMS, what their requirements are and whether these are compliance obligations. In addition, internal and community consultations are conducted at each phase

and project of the University Master Plan. The results of these consultations are recorded by the Corporate Operations team and available via their website:

www.uclan.ac.uk/masterplan/

They will be reviewed by the Environment & Sustainability Manager to determine any new or changing stakeholder needs and expectations.

4.3 Determining the Scope of the EMS

The internal and external context in which the University operates and stakeholder requirements (see [FMENVREC116](#)) has been used to set the scope of the EMS.

The University of Central Lancashire has its main campus in Preston with satellite campuses in Burnley and at Westlakes, in West Cumbria, and an international campus in Cyprus. Within Preston there are two discrete sites, the Preston city centre campus (PR1 2HE) and the UCLan Sports Arena (USA) (PR2 1SG). In addition, the University also operates a purpose built teaching facility at the Alston Observatory (PR3 3BP), which is located on the outskirts of Preston and Westleigh Conference Centre (PR4 0RB). UCLan also has links with Partner Colleges, however these operate as separate entities.

In terms of physical space, the Preston city campus and USA constitute 95.5% of the total internal floor space of the UK University buildings. The majority of University employed staff are based at the Preston Campus and this includes the Executive Team and those based in Academic Schools and Support Services. These staff also deliver teaching or provide support as necessary to Burnley Campus, Westlakes, Cyprus and Alston Observatory. There is a large student base in Preston, the majority of UCLan students (approx. 96%) studying in Preston.

All the operational activities at Preston city centre campus and USA (including Alston Observatory and Westleigh) are managed by the University. The UCLan Students' Union and University Dental Clinic are independent organisations, however the facilities are maintained by the University. (NOTE: The exception to this is clinical waste arising from the operations of the Dental Clinic which is the sole responsibility of the Dental Clinic to manage). At Burnley Campus the facilities are managed by Burnley College. Westlakes and Cyprus Campuses also employ external facilities management companies. In terms of services, Burnley Campus and Westlakes utilise many of the services provided by the University including Marketing & Communications, Library Services, IT Infrastructure etc. The Students' Union and the Dental Clinic conversely manage many of their own services. The function of the University as a learning and teaching establishment is common to all the campuses and the Students' Union but not the Dental Clinic.

Organisationally, the Vice Chancellor has made a commitment to Preston and the region and as such it is the Preston Campus which will see the focus of a major expansion as part of the University Master Plan. Key organisational processes such as Human Resources, staff development, decision making and resource planning all operate from the Preston campus and impact the satellite campuses. The Students' Union and the Dental Clinic are, however, organisationally managed in house.

In summary, the Preston Campus (including USA) constitutes the largest campus in terms of physical space and staff and student numbers, as well as being the focus of future developments. Operational functions taking place at Preston also cover the Students' Union

and the Dental Clinic. Many service level functions and organisational processes managed from Preston cover the satellite campuses of Burnley and Westlakes. Preston Campus also provides some services and organisational functions to Cyprus campus. The Preston Campus can therefore exert authority and differing levels of control and influence on the activities, products and services performed at other campuses and entities. The functional and organisational boundaries for the different physical locations and the level of control and influence are summarised below:

| Physical Boundary | Functional Boundary | Organisational Boundary | Authority to Control and Influence |
|---|---|---|--|
| <p>Preston City Centre Campus and UCLan Sports Arena (including Alston Observatory, Westleigh)</p> | <p>All Activities performed/managed by the University include:</p> <ul style="list-style-type: none"> • Waste & Recycling • Energy & Water provision • Building Maintenance • Building Refurbishment & Development • Grounds Maintenance • Housekeeping • Accommodation • Security • Technical Services provision • Financial Activities • Staff and Student Recruitment • Teaching and Research • External liaison • Staff Induction <p>All Services being undertaken including:</p> <ul style="list-style-type: none"> • Marketing and Communications • Procurement • IT infrastructure • Sport Facilities • Catering and Conferencing • Library Services • Student Support • Professional advice (e.g. HR/SHE) • Staff Training/Professional Development • Administration • Volunteering Opportunities <p>All Products being produced including:</p> <ul style="list-style-type: none"> • Students • Graduates | <p>Organisationally the University undertakes the following:</p> <ul style="list-style-type: none"> • Executive Team • Human Resources • Resource Planning | <p>High level of Control. High level of Influence.</p> |

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| | <ul style="list-style-type: none"> • Research outputs | | |
| Dental Clinic | Operational activities are managed by the University (the exception is Clinical Waste). Services are managed in house. Products are managed in house. | Organisational management in house. | Medium level of Control. Low level of Influence. |
| Students' Union | Operational activities are managed by the University. Services are managed in house. Products are managed in house. | Organisational management in house. | Medium level of Control. Medium level of Influence. |

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| Burnley Campus | Operational activities are managed in house. Services are managed by the University. Products are managed by the University. | Organisational management by the University. | Medium level of Control. High level of Influence. |
| Westlakes | Operational activities are managed in house. Services are managed by the University. Products are managed by the University. | Organisational management by the University. | Medium level of Control. High level of Influence. |
| Cyprus | Operational activities are managed in house. Services are managed by the University. Products are managed by the University. | Organisational management by the University. | Low level of Control. Medium level of Influence. |
| Partner Colleges | Operational activities are managed in house. Services are managed in house. Products are managed in house. | Organisational management in house. | Low level of Control. Low level of Influence. |

Taking into account the physical, functional and organisational boundaries and the level of control and influence the EMS scope is defined as the Preston Campus including UCLan Sports Arena. In order for the EMS to be robust it has been decided that all the activities, products and services undertaken at Preston should be included in the scope. In this way, the University can also control and/or influence the activities, products and services at other campuses and entities to a greater or lesser extent.

Scope: *All the activities, products and services undertaken at Preston Campus and UCLan Sports Arena*

4.4 Environmental Management System

The EMS has been established at the University since October 2010 and has been maintained to the international standard ISO14001:2004 since this time. Continual improvement has been achieved via a Plan, Do, Check, Act framework. An Environmental Review is conducted every 3 years ahead of re-certification to determine any changes to the University which may affect the intended outcomes of the EMS. In addition, to meet the requirements of ISO14001:2015 the review will include an assessment to determine any changes to the internal and external context in which it operates and the changing needs and expectations of interested parties (see sections 4.1 and 4.2).

5 Leadership

5.1 Leadership and Commitment

The Chief Operating Officer is the Executive Team member designated as the lead for Sustainable Development. It is the responsibility of the Chief Operating Officer to ensure that the Vice Chancellor and the University Board are involved in the decision making process so that adequate resources are made available to ensure compliance with the [Environmental Sustainability Policy FMENV002](#).

All members of the University Executive Team also have responsibility for ensuring that within their individual areas of responsibility the [Environmental Sustainability Policy](#) is implemented.

They are also responsible for ensuring that any identified risks to the environment are eliminated or reduced at source to as low as reasonably practicable and that the University's strategic development does not compromise the intended outcomes of the Environmental Management System.

Specifically members of the Executive Team have responsibility for ensuring that staff under their line management work within the requirements of the University's environmental management procedures. This ensures that the University meets its legal and other compliance obligations and ensures continual improvement. The Executive Team are responsible for:

- Ensuring staff are provided with, and kept up-to-date with training as identified in SHE training records;
- Ensure that the Policy is embedded into the day to day actions of staff and that any new projects meet the Policy commitments;
- Enforce the use of relevant EMS documentation; adhering to environmental management operating procedures and record keeping relevant to their job roles;
- Comply with the procedure for reporting [Environmental Incidents/ Near Misses/ Non Conformities](#);
- Take reasonable care for the environment and co-operate with supervisory or senior staff to enable them to follow University environmental management procedures;
- Provide resources and the support necessary for identified staff to carry out their specific environmental management responsibilities as identified in this document.

5.2 Environmental Policy

The University Executive Team have defined the University's [Environmental Sustainability Policy FMENV002](#). The policy is made available to interested parties on the University's [website](#). The Policy includes the following commitments:

1. Continue to resource our Environmental Management System (EMS) to meet the standards of ISO14001 certification;
2. Meet or exceed our compliance obligations including legal and other sector requirements as applicable to our environmental aspects;
3. Implement and audit control measures to effectively manage and mitigate the 6 significant environmental aspects;
4. Drive continual improvement and report progress against the following objectives as set in the Environmental Management Plan;
5. Support initiatives and programmes aimed at improving awareness of sustainability and engaging the University community through both taught and informal curricula and research activities;
6. Continue to work in partnership with the Preston community and other stakeholders to improve the local environment and ensure that University operations do not have a detrimental effect on that community.

Although the activities contained within the Policy are centrally coordinated from Facilities Management the success of the Policy relies on the participation of everyone. The Policy aims are embedded into University processes via the following:

- New staff are directed to undertake the 'highly recommended' training 'Environmental Management at UCLan – An Introduction' from the [HR Induction Checklist](#).
- Contractors undertake the mandatory site induction which includes Environmental Management at UCLan.
- New versions of the Policy are communicated to staff via the global email system 'AU Lookout'
- New versions of the Policy are communicated direct to Executive Deans, Directors, Heads of Schools and Services by the Director of Facilities Management.

The Policy is reviewed annually as part of the EMS Management Review.

In line with best practice in the Higher Education Institution (HEI) Sector the University seeks endorsement of the Policy from the Students' Union at each revision and/or at the appointment of the new President. The signed copy of the policy is available from the University's Safety, Health & Environment (SHE) Section.

5.3 Organisational roles, responsibilities and authorities

University management has defined the roles, responsibilities and authorities for effective environmental management as follows:

5.3.1 Environment and Sustainable Development Governance Structure

The University recognises within its [Environmental Sustainability Policy](#) (FM ENV 002) that;

“University staff and students each hold responsibility for implementing relevant areas of this Policy by following guidance, operational procedures as relevant to job roles, attending training and getting involved in initiatives designed to embed its aims”.

In order to facilitate this, a [Terms of Reference Environment and Sustainable Development governance structure](#) (FM ENV 008) has been established to ensure subject experts from across both Academic Schools and Services are responsible for shaping and implementing the University’s EMS and helping to embed the aims of the Policy into all University processes.

5.3.2 Specific Roles and Responsibilities

5.3.2.1 Director of Facilities Management

The Director of Facilities Management, in addition to the responsibilities outlined in Executive Team roles (section 5.1) is responsible for:

- Effective implementation and ongoing operation of the Environmental Management System to maintain ISO14001 certification;
- Ensuring resources are available for staff to obtain or update specialised skills to manage and mitigate the University’s environmental impacts that arise from the work of Facilities Management;
- Allocating resources to ensure that continual improvements can be achieved;
- Chairing the Environmental Management Review to ensure that the EMS remains effective, suitable and adequate;

5.3.2.2 Safety, Health and Environment Manager

The Safety, Health & Environmental Manager is responsible for taking a lead role in the implementation of the University Environmental Sustainability Policy and ongoing operation of the Environmental Management System. To provide strategic support for the development and implementation of the University’s aims to improve environmental sustainability performance through reducing the University’s environmental impacts. In addition, the SHE Manager is responsible for delivering the following:

- Preparation of an Annual Report detailing SHE related matters across the University to the Vice-Chancellor and the University Board and interim reports to the University Audit & Risk Committee;
- Liaison with enforcement bodies to ensure compliance with statutory obligations and to maintain contact with outside agencies able to offer expert assistance;
- Acting as the University’s Radiation Protection Officer and lead for compliance with legislation and relevant procedures regarding the use, handling and disposal of radioactive substances;

- Representation at the Environmental Management Review.

5.3.2.3 Environment & Sustainability Manager

The Environment & Sustainability Manager is responsible for:

- Maintaining a specialist level of knowledge of relevant environmental legislation to advise the University on compliance with its statutory responsibilities;
- Providing advice, information, instruction and training on environmental management matters to staff, students and others as applicable;
- Ensuring that the EMS is established, implemented and maintained in accordance with the requirements of the University's [Environmental Sustainability Policy](#) and ISO14001:2015;
- Representation at EMS Improvement Groups;
- Acting as the Objective Lead for the EMS within the [Environmental Management Plan](#);
- Publication of '[Footprint](#)' the University's Sustainability newsletter;
- Contributing to the annual (publicly available) SHE report, detailing matters across the University to the Vice-Chancellor and the University Board;
- Coordinating the identification and review of relevant environmental compliance and best practice updates using Newground Legislative Update Service and informing relevant staff of any changes;
- Ensuring document control of EMS controlled documents;
- Coordinating and completion of audits according to the internal audit programme;
- Reporting on the environmental performance of the EMS, progress against objectives and make recommendations for improvement to senior management via the agreed governance structure;
- Delivery of communications in line with the [FMENV021 Communications Plan](#);
- Ensuring that the external Sustainable Development webpage, Staff Intranet and Student Portal are kept up-to-date;
- Increasing the environmental competence and awareness of staff at all levels through the development of training and awareness initiatives and sharing of best practice.

5.3.2.4 Environment & Sustainability Coordinator

The Environment & Sustainability Coordinator will support the Environment & Sustainability Manager to deliver the following:

- Providing advice and information on environmental management matters to staff, students and others as applicable;
- Coordinating the Sustainability Champions network of staff;
- Representation at EMS Improvement Groups;
- Publication of '[Footprint](#)' the University's Sustainability newsletter;
- Completion of audits according to the internal audit programme;
- Delivery of communications in line with the Communications Strategy;
- Ensuring that the external Sustainable Development webpage, Staff Intranet and student Portal are kept up-to-date;
- Ensuring document control of EMS documents;
- Increasing the environmental competence and awareness of staff at all levels through the development of training and awareness initiatives and sharing of best practice.

5.3.2.5 Safety, Health & Environment Advisers

These roles will ensure environmental compliance and continual improvement in environmental management is achieved throughout the University by:

- Providing advice, information, instruction and training on environmental management matters to staff, students and others as required;
- Bringing to the attention of the Environment & Sustainability Manager matters requiring policy recommendation or procedural change;
- A nominated SHE Adviser holds responsibility for handling, storage and disposal of hazardous and offensive/clinical waste from Schools and Services, liaising with waste contractors on the disposal of hazardous and offensive/clinical waste and duty of care checks on waste contractors;
- A nominated SHE Adviser holds responsibility for the delivery of Control of Substances Hazardous to Health (COSHH) and chemical spill containment training to post graduate researchers and laboratory technicians.

5.3.2.6 Development, Maintenance and Estates Manager (DME Manager)

The DME Manager is responsible for the following:

- Representation on the Environmental Management Review;
- Ensuring that all DME staff have access to the support and resources required to fulfil their environmental management responsibilities and take a proactive approach to environmental management;
- Encouraging the DME Team to attend EMS related training and professional development and relevant governance meetings and comply with the; [FMENV015 Land Development and Buildings](#), [FMENV019 Pollution Prevention](#) and [FMENV012 Natural Resource Use Environmental Management Procedures](#), [FMENV016 Waste Management](#).

5.3.2.7 Building Services Manager (Maintenance)

The Building Services Manager is responsible for:

- Identification and delivery of planned and reactive mechanical and electrical maintenance;
- Improving the energy performance through maintenance and refurbishment of the estate;
- Liaison with energy providers and agents representing the University to ensure the effective tendering and procurement of utilities;
- Overseeing the operation and continuing development of the Building Management System (BMS) ensuring satisfactory levels of heating throughout the University;
- Researching and compiling the business case for introducing energy saving initiatives within the University;
- Ensuring the Energy & Carbon Management Officer has access to the support and resources required to fulfil their environmental management responsibilities;
- Ensuring compliance with all related safety, health and environmental legislation as well as the [Use of Natural Resources Environmental Management Procedure \(FMENV012\)](#);
- Attending training courses, conferences and events relating to sustainability and energy saving;
- Representation on the relevant SD Improvement Group;

- Maintaining the F-Gas Register;
- Ensuring that contractors have completed the site induction and individuals maintaining and/or servicing equipment are certified (F-Gas and GasSafe).

5.3.2.8 Energy & Carbon Management Officer

The Energy and Carbon Management Officer is responsible for:

- Developing and delivering energy and carbon reduction projects;
- Implementing the University's Energy Strategy and Policy and Carbon Management Plan;
- Acting as the Objective Lead for Energy and Water within the [Environmental Management Plan](#);
- Coordinating compliance with carbon reduction legislation including the CRC;
- Managing all utilities' accounts, including energy budgeting and purchasing;
- Knowledge of the building energy management control systems to ensure optimum control of building services with regards to energy efficiency;
- Reporting on the environmental performance of energy and water, progress against objectives and make recommendations for improvement to senior management via the agreed governance structure;
- Collection of data for submission to the HESA Estate Management Records;
- Undertaking energy saving awareness campaigns to encourage the University community to realise the benefits of, and participate in, energy conservation.
- Promotion of energy efficiency to employees and building users;
- Making recommendations for inclusion of initiatives in rolling programme of estate refurbishment to maximise the energy and water savings;
- Monitoring scheme proposals for performance on Energy & Carbon reduction schemes, ensuring value for money, health & safety compliance and recording of energy carbon savings;
- Ensuring the University achieves value for money across utilities and energy services;
- Ensuring that the relevant external webpages Sustainable Development and Staff Intranet are kept up to date;
- Representation on the relevant SD Improvement Group;
- Representation on the Environmental Management Review;
- Maintaining the [Use of Natural Resources Environmental Management Procedure \(FMENV012\)](#).

5.3.2.9 Building Services Engineers

The Building Services Engineers are responsible for:

- Maintaining the BMS to maximise energy efficiency;
- Ensuring proactive maintenance of electrical and mechanical services on the Preston Campus to minimise wastage and maximise energy efficiency;
- Identification of carbon reduction improvement projects related to site services;
- Review and maintenance of the Automatic Meter Reading System;
- Ensuring that contractors have completed the site induction and individuals maintaining and/or servicing equipment are certified (F-Gas and GasSafe).

5.3.2.10 Buildings Maintenance Manager

The Buildings Maintenance Manager is responsible for:

- Maintaining buildings to maximise resource efficiency;
- Ensuring timely maintenance and emptying/cleaning of pollution prevention measures within the drainage system on the Preston City Campus and at the University Sports Arena ensuring compliance with [FMENV019 Pollution Prevention Environmental Management Procedures](#);
- Including appropriate waste disposal duty of care and documentation is followed ensuring compliance with [FMENV016 Waste Management procedures](#);
- Ensuring that contractors have completed the site induction.

5.3.2.11 Principal Building Surveyor (Maintenance)

The Principal Building Surveyor (Maintenance) is responsible for:

- Ensuring the Planned Preventative Maintenance (PPM) process adequately ensures identified environmental aspects are mitigated or managed to minimise their impact;
- Ensuring the Maintenance Team have the resources to attend EMS related training and professional development and relevant meetings and comply with the; [FMENV015 Land Development and Buildings](#), [FMENV019 Pollution Prevention](#) and [FMENV012 Natural Resource Use Environmental Management Procedures](#);
- Ensuring that contractors are made aware of the University's relevant EMS operational procedural requirements;
- Ensuring contractors have completed the site induction and keep records up to date;
- Representation on the relevant SD Improvement Group.

5.3.2.12 Principal Building Surveyor (Development)

The Principal Building Surveyor (Development) is responsible for:

- Ensuring that new development aspires to achieve BREEAM 'Excellent' rating and full building refurbishments aspire to achieve BREEAM 'Very Good' ratings;
- Ensuring the Project Documentation (PD) process adequately ensures identified environmental aspects are mitigated or managed to minimise their impact;
- Acting as the Objective Lead for Land Development within the [Environmental Management Plan](#);
- Ensuring the Building Surveyors have the resources to attend EMS related training and professional development and comply with the [Land Development and Buildings Environmental Management Procedure](#) (FMENV015);
- Ensuring that the Environment & Sustainability Manager is kept up to date with forthcoming Projects to ensure risks and opportunities related to the University's environmental aspects are considered in a timely manner;
- Representation on the Environmental Management Review;
- Representation on the relevant SD Improvement Group.

5.3.2.13 Building Surveyors

The Building Surveyors are responsible for:

- Following established Project Documentation (PD) process, including the Site Checklist (PD16) and Project Liaison (PD4) to ensure contractor compliance and stakeholder involvement;

- Ensuring the [Land Development and Buildings Environmental Management Procedure \(FMENV015\)](#) are followed;
- Maintaining an understanding of the content of the University's Environmental Aspects Register (FMENV004) and incorporating both project and lifecycle management and mitigation; techniques, technology and facilities within Projects to facilitate continual improvement within the EMS;
- Ensuring that contractors have completed the site induction;

5.3.2.14 Main Contractors

Main contractors employed at UCLan are responsible for:

- Ensuring that their supervisory staff undertake the site induction and disseminate the content to their staff and sub-contractors working on site;
- Compliance with their waste duty of care and documentation requirements.

5.3.2.15 Sustainable Travel Coordinator

The Sustainable Travel Coordinator is responsible for:

- Maintaining and continually developing the University Travel Plan;
- Promoting alternative methods of travel to the University to staff, students and visitors;
- Representation on the relevant SD Improvement Group;
- Representation on the Environmental Management Review;
- Acting as the Objective Lead for Travel within the [Environmental Management Plan](#);
- Ensuring that the external Sustainable Development webpage for Travel, Staff Intranet and Student Portal are kept up-to-date;
- Liaising with other sections to develop travel facilities across campus;
- Producing travel plan metrics to enable improvements against targets to be monitored;
- Collection of data for submission to the HESA Estate Management Records;
- Liaising with external parties to improve local public transport provision;
- Maintaining the [Travel/Transport Environmental Management Procedure \(FMENV017\)](#).

5.3.2.16 Business Services Manager

The Business Services Manager is responsible for:

- Delivering waste management and recycling across the estate to the highest levels within available resources and in compliance with the [Waste Management Environmental Management Procedure \(FMENV016\)](#);
- Actively managing waste contracts to ensure legal compliance and accurate data collection by weight to enable performance to be monitored;
- Ensuring members of the FM Waste and Recycling Team as well as Building Managers have the resources to attend EMS related training and professional development;
- Acting as the Objective Lead for waste and recycling within the [Environmental Management Plan](#);
- Representation on the Environmental Management Review;
- Representation on the relevant SD Improvement Group.

5.3.2.17 Recycling Officer

The Recycling Officer is responsible for:

- Ensuring that all controlled waste is managed and processed according to University policy/ procedures, UK and EU legislation, including the [Waste Management Environmental Management Procedure \(FMENV016\)](#);
- Promotion and undertaking recycling operations in accordance with the University's Environmental Management Plan;
- Ensuring the University estate is maintained to a high litter free standard;
- Liaising with waste contractors and processors on the disposal of general waste and recycled materials;
- Maintaining records and production of performance indicators on waste generation and recycling for audit by other bodies;
- Collection of data for submission to the HESA Estate Management Records;
- Maintaining required waste transfer paperwork and conducting duty of care audits;
- Assisting with planning strategies for improvement and expansion of re-use and recycling activities and general waste disposal;
- Organising the regular maintenance of waste storage areas and the inspection of waste containers;
- Delivering campaigns and events to promote re-use, source segregated recycling and reduction of general waste;
- Representation on the relevant SD Improvement Group.

5.3.2.18 Building Services Manager (Housekeeping)

The Buildings Services Manager (Housekeeping) is responsible for:

- Ensuring Buildings Staff are adequately resourced to comply with relevant environmental legal and operational requirements as laid out in the EMS environmental management procedures to enable them to manage and mitigate the significant environmental aspects of cleaning, caretaking and general operational management;
- Ensuring Building Managers are given adequate resources, support and training to meet environmental management responsibilities;
- Representation on the relevant SD Improvement Group.

5.3.2.19 Building Managers

Building Managers are responsible for:

- Ensuring operational management complies with EMS Environmental Management Procedures;
- Implementing the waste hierarchy, facilitating re-use and recycling wherever possible;
- Championing behaviours that contribute to achieving the aims set out in the [Environmental Sustainability Policy \(FMENV002\)](#);
- Supporting related initiatives in relation to their roll out amongst building users;
- Reporting environmental incidents and nonconformities with EMS procedure;
- Representation on the relevant SD Improvement Group.

5.3.2.20 Head Groundsperson

The Head Groundsperson is responsible for:

- Ensuring efficient use of water, grounds vehicles and equipment ensuring compliance with all EMS Environmental Management Procedures;
- Ensuring correct segregation of grounds waste to maximise composting in line with associated procedures;
- Implementing creative and nectar and seed rich planting so that biodiversity is encouraged in line with the Biodiversity Action Plan;
- Planning and developing preservation of wildlife habitat;
- Sensible use and minimisation of use of chemicals fertilisers etc. wherever possible;
- Representation on relevant SD Improvement Group.

5.3.2.21 Head of Purchasing

The Head of Purchasing is responsible for:

- Updating and implementing the Sustainable Development Procurement Policy;
- Ensuring that staff have access to the support, training and resources required to fulfil their environmental management responsibilities;
- Chairing the Lead Purchasers Group;
- Ensuring purchasing staff comply with the [Sustainable Procurement Environmental Management](#) and [Travel/ Transport procedures](#) (FMENV014 & 17).

5.3.2.22 Senior Purchasing Officers

Purchasing Officers are responsible for:

- Nominated Purchasing Officer acting as the Objective Lead for procurement within the [Environmental Management Plan](#);
- Wherever possible considering the University's Sustainable Development aims when establishing new or re-issuing purchasing contracts;
- Ensuring that life cycle costs are assessed during tenders;
- Influencing the University's major suppliers and contractors to minimise the negative impact of their operations;
- Following the [Sustainable Procurement Environmental Management \(FMENV014\)](#);
- Ensuring that the Sustainable Procurement staff intranet pages are up-to-date.

5.3.2.23 Principal Technician (Laboratories)

The Principal Technician (Laboratories) is responsible for:

- Ensuring that all staff comply with the [Pollution Prevention \(FMENV 019\) procedures](#) and [Waste Management \(FMENV016\) procedures](#);
- Ensuring staff have access to support, resources and training to fulfil their environmental management responsibilities;
- Ensuring postgraduate students and laboratory staff complete the mandatory training;
- Liaising with the Energy and Carbon Management Officer to investigate energy and water saving opportunities in laboratories;
- Representation on the Environmental Management Review.

5.3.2.24 IT Data Networks (LIS)

IT Data Networks (LIS) are responsible for:

- Ensuring network management complies with EMS Environmental Management Procedures;
- Liaising with the Energy and Carbon Management Officer to investigate energy saving opportunities;
- Representation on the Environmental Management Review.

5.3.2.25 Emergency Management Team

The University's Emergency Management Team are responsible for:

- Considering the impact and mitigation necessary to minimise any potential environmental impacts of an emergency at the University.

6 Planning

6.1 Actions to Address Risks and Opportunities

6.1.1 General

An externally facilitated workshop was conducted in June 2016 to determine the particular context in which the University operates and the needs and expectations of stakeholders including compliance obligations. The outputs of this workshop (see FMENVREC116) have been used to determine the risks and opportunities that need to be addressed by the organisation in order to meet the intended outcomes of the EMS. There are risks and opportunities associated with the following:

- Environmental Aspects (see [FMENVREC107](#) and section 6.1.2)
- Compliance Obligations (see [FMENVREC117](#) and section 6.1.3)
- University Context - Internal and External Issues (see [FMENVREC118](#) and section 6.1.4)

6.1.2 Environmental Aspects

An initial environmental review (IER) was conducted during Autumn 2008 at the University. From time to time when changes are made to University activities the relevant environmental aspects are reconsidered to ensure they continue to be managed appropriately within the EMS. In Spring 2013 ahead of the third anniversary of ISO14001:2004 a review of aspects was performed and this was repeated in Summer 2016 ahead of re-certification to ISO14001:2015. This review is recorded in [FMENVREC107 Review of UCLan's Environmental Aspects](#) which lists those aspects we can control and those we can influence.

The environmental aspects identified within FMENVREC107 have been recorded within an [Environmental Aspects Register \(FM ENV 004\)](#). The University has decided to convey the essential information as succinctly as possible whilst ensuring enough detail is included to ensure the reader has a practical understanding of the source (see the 'notes' column within the Register). For each identified aspect the operating conditions, environmental impacts and significance are summarised without the need to list an exhaustive list of all University activities where there are a number of generic and specialist impacts.

Within the [Environmental Aspects Register](#) an assessment of the potential environmental impact of each aspect has been recorded. A scoring system has been used to identify the significance of each environmental aspect with regards to relevant current and past activities, products, services, planned/new developments. The scoring process also allows consideration of normal, abnormal and emergency operating conditions where these are considered applicable. Risks and opportunities across the life cycle of the aspects are also considered in the determination of significance.

Aspect significance = Size (S) x Likelihood (L) x Compliance Obligations (C) x Positive or Negative (+/-)

Further definition of the scoring methodology can be found in the Environmental Aspects Register ([FM ENV 004](#)). The significance of environmental aspects has been split into 3 significance bands to enable effective prioritisation of resources to address the most significant risks first:

- High Score of 8 or above
- Med Score between 3 and 7
- Low Score of 2 or below

The significance of the University's aspects will be reviewed annually including any proposed new processes, services or developments and environmental aspects arising will be considered and assessed for significance by the Environment & Sustainability Manager. New aspects will be added to the central aspects register as necessary and operational control altered accordingly.

Within the register the environmental aspects are sorted into six categories to facilitate their management and mitigation, the categories are:

1. Use of Natural Resources
2. Land Development and Refurbishments
3. Pollution Prevention
4. Sustainable Procurement
5. Waste Management
6. Travel / Transport

6.1.3 Compliance Obligations

The University's Legislation Register (FMENV006) is maintained online with the NewGround Legislation Update Service:

www.legislationupdateservice.co.uk

The Environment & Sustainability Manager has identified the environmental legislation directly related to the significant environmental aspects as either 'relevant' or 'irrelevant' to the University. The Register is organised within the following legislation categories; Pollution, Air, Water, Waste, Land, Planning/Wildlife, Hazards, Safety, Nuisance, Standards, Energy & Climate Change. In addition to legal compliance the University has other sector level and stakeholder compliance obligations and these are listed under the category 'Other Requirements'. The risks and opportunities associated with the University's compliance obligations are recorded in [FMENVREC117](#) and this is used to inform the Register and ensure adequate controls are in place to manage the risks.

It is the responsibility of the Environment & Sustainability Manager to maintain and review the Legislation Register, specifically:

- Determine whether a piece of legislation, amendment to current legislation or new legislation is 'relevant' or 'irrelevant' to the University;
- Whether the University is compliant with the legislation (this is colour coded in the register) and save comments describing how the requirements apply to the University and what controls are in place to manage and mitigate the requirement and related environmental aspects;

- Add other compliance obligations relevant to the sector and those that the University has adopted and save comments describing how the requirements apply to the University and what controls are in place to remain compliant;
- Update the Register quarterly, recording any changes in [FMENVREC006 Legal and Best Practice Review](#) and communicate to relevant staff whose responsibilities or actions can affect compliance and to the Environmental Management Review.

The Environment & Sustainability Manager is set up as a 'Super User' within the Legislation Update Service and can provide access rights to up to 20 other members of UCLan staff.

The Legislation Update Service sends emails to all users of the service monthly, detailing legislative changes so that relevant staff are kept informed of any changes and forthcoming consultations.

Within the University's EMS any changes to legislation are reflected in the Operational Procedures (usually at the procedural update) to ensure compliance (see Section 8). Checking the University's compliance with the requirements laid out in the Legislation Register is performed via the EMS Internal Audit Programme (see Section 5).

The Environment Agency provides useful guidance that breaks down the key requirements of most common legislation and can be found at:

<https://www.gov.uk/government/organisations/environment-agency/services-information>

6.1.4 Planning Action

The University's identified significant environmental aspects and associated risks and opportunities that need to be addressed (see [Environmental Aspects Register FMENV004](#)) are used to prioritise actions to manage and mitigate these aspects and these are set out in the [Environmental Management Plan FMENV020](#) (see section 6.2).

The University's compliance obligations and associated risks and opportunities (recorded in FMENVREC117) that need to be addressed inform the following processes within the EMS:

- Actions within the [Communication Plan \(see FMENV021\)](#) to ensure that the needs and requirements of interested parties are met;
- Actions arising to meet Compliance Obligations as detailed in the [Environmental Management Plan FMENV020](#) (see section 6.2);
- Actions arising from the internal audit programme to check compliance and make recommendations to ensure continual improvement (See Action Tracking FMENVREC027).

The risks and opportunities associated with the context of the University, its external and internal issues have been identified and recorded as [University Context, Risks and Opportunities FMENVREC118](#). Some of these risks and opportunities can be addressed by other business processes of the University including the University Emergency Plan and School/Service Business Continuity Plans as well as the Risk Register and processes within Human Resources management including the Workload Models. The Environmental Management Review will make recommendations to ensure that those risks and opportunities that could affect the intended outcomes of the EMS are taken into account and planned for via the most appropriate business processes.

6.2 Environmental Objectives and Planning to achieve them

An [Environmental Management Plan \(FMENV020\)](#) is in place to manage and monitor continual improvement. Details of the Environment Management Plan Progress Reports are available to the public on request from the SHE Section.

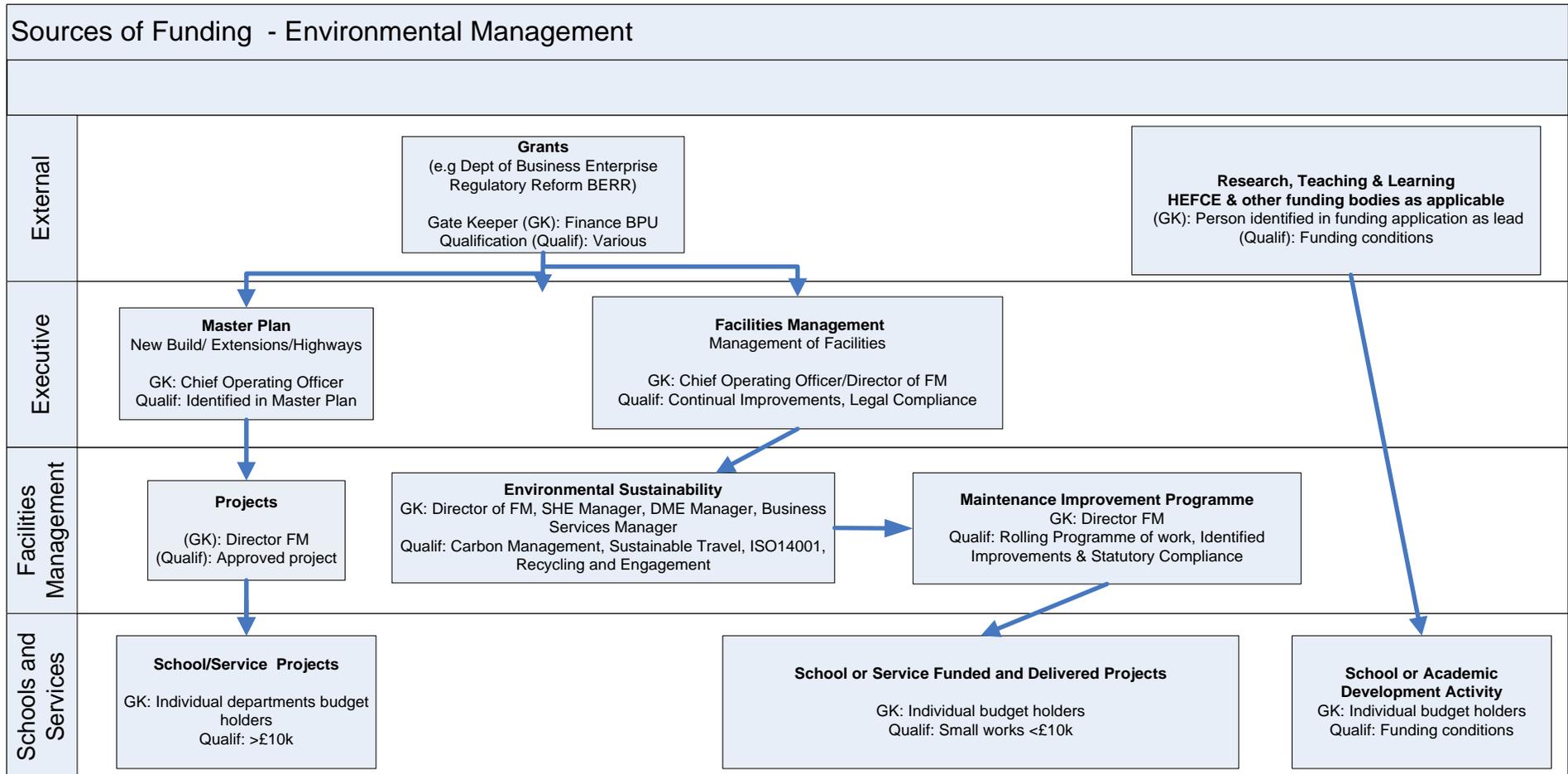
The Environmental Management Plan is used to facilitate delivery of the continual improvement framework laid out in the University's [Environmental Sustainability Policy \(FMENV002\)](#). The Environmental Management Plan is driven by the University's identified significant environmental aspects and the associated risks and opportunities. It sets out eight overall Objectives, SMART Targets and Actions for the following:

- Energy/Carbon Reduction
- Potable Water Reduction
- Land Development & Refurbishments (including Biodiversity)
- Pollution Prevention
- Waste Management
- Sustainable Procurement
- Commuting and Business Travel
- Environmental Management System

The plan is a three year plan which is updated annually by the Environment & Sustainability Manager in agreement with the assigned Objective Lead (see 5.3 Organisational Roles, Responsibilities and Authorities). Updates include any newly agreed actions arising which can help meet the Objective. Monitoring performance is achieved via reporting against the SMART Target by Objective Leads to the Environmental Management Review twice per year.

7 Support

7.1 Resources



7.2 Competence

The EMS Training Needs Analysis (TNA) is integrated in the Safety, Health and Environment TNA and identifies the training needs associated with the University's EMS and identified significant environmental aspects. The following training courses are currently available and these are mandatory for those persons performing tasks for or on the behalf of the University that have the potential to cause a significant environmental impact(s):

- An on-line training course '[Environmental Management in Labs](#)' is available and is 'mandatory' for postgraduate researchers working unsupervised in laboratories as well as LIS laboratory technicians. This training is required immediately following COSHH training, delivered as a classroom session by the SHE Adviser with responsibility for COSHH, with refresher training due every three years.
- An on-line site induction has been created for contractors which provides essential environmental management information that main contractors must be aware of when working on site. The FM Development, Maintenance & Estates Section are responsible for:
 - Ensuring that their main contractors on site receive this training annually;
 - Checking that their main contractors have management systems or processes in place to ensure that any of their sub-contractors, whose work has the potential to cause a significant environmental impact, comply with both the University's seven environmental site rules as specified in the contractor induction.
- Environmental Pollution (Spill Containment) training is delivered as a practical classroom session to staff who handle or are likely to encounter hazardous materials or spills including oils and chemicals, with refresher training due every three years.

Training records will be maintained by the SHE Section with reminders for refresher training sent out as necessary. The University operates an [iTrent](#) Employee Self-Service application for staff to input their own training records. It is also made available to the SHE section to record training within each delegate's training profile to help keep staff records up to date.

7.3 Awareness

In order that all staff at the University have a good knowledge and awareness of the environmental management system, the Universities environmental aspects and to promote behaviour to support the Environmental Management Policy an on-line training course '[Environmental Management at UCLan – An Introduction](#)' has been developed. This training is 'highly recommended' to all new staff and as a refresher to existing staff every three years. Training records are maintained by the SHE Section in the SHE TNA. The Environment & Sustainability Manager is responsible for the content of this training.

Those staff whose work is directly related to the University's environmental aspects must also understand their particular responsibility and accountability within the EMS. The SHE Training Needs Analysis lists the relevant Environmental Management Operational procedure(s) against staff roles and it is the responsibility of line managers to ensure that staff are familiar with the operational procedures through induction and the annual appraisal process.

Staff are also encouraged to undertake personal and professional development with plans reviewed on an annual basis at individual annual performance appraisals undertaken by line management. It is a requirement for line managers to refer to the SHE training needs analysis during this appraisal to identify any gaps and/or any refresher training which may be due. These should then be added to the personal and professional development plans for the following year.

7.4 Communication

7.4.1 General

A high percentage of Sustainable Development related communications are related to specific environmental aspects or have been identified as stakeholder requirements and therefore become the University's compliance obligations. A [Communications Plan \(FMENV021\)](#) has been developed to ensure that communications meet these compliance obligations and that communications are appropriately tailored to different audiences to maximise the chances of success. The plan sets out the process of what to communicate, when to communicate, and methods of communications relevant to the different stakeholder requirements.

The Facilities Management Service has a Green Team which is made up of the following principal staff:

- Energy & Carbon Management Officer
- Environment & Sustainability Manager
- Environment & Sustainability Coordinator
- Sustainable Travel Coordinator

The Green Team are responsible for coordinating and delivering a variety of different communications and events in order to ensure that the University's main stakeholders can engage with the EMS. Members are required to record any communications as well as provide a summary of any events to evaluate the effectiveness and act as a reflective

process to help the Green Team plan future events. Records are kept in S Drive/ FM Office/ Environment & Sustainability/Communication Strategy/

7.4.2 Internal Communications

Staff Communications

The University uses its **Staff Intranet** service (Sharepoint) to make EMS related documentation and information available to staff. The Facilities Management site includes a [Sustainable Development site](#) with a menu of different environment and sustainability topics. The Environment & Sustainability Manager is designated as the site owner. Staff including the Energy & Carbon Management Officer, the Sustainable Travel Coordinator and the Environment & Sustainability Coordinator have been granted permission to the site and are responsible for keeping relevant content up-to-date. Staff are encouraged to use the search facility 'Finder' to locate information and access documents.

AU Lookout – A global email system for all staff where articles and information can be submitted online for publication in an email which is circulated twice weekly. The University's Marketing Service coordinates this service.

[Intranet Home Page](#) – Staff use the staff intranet as their default internet homepage. The front page of the intranet contains a news zone where articles submitted for AU Lookout are also displayed. The University's Marketing Service coordinates this service.

[Newsletter](#) – Once a year the University publishes a Sustainable Development Newsletter, 'Footprint'. The representatives on the different SD Improvement Groups are asked to contribute an article for each issue on developments in their area of responsibility. The Environment and Sustainability Coordinator coordinates the publication.

Screen Savers/ Plasma Screens – Graphic adverts can be displayed on all PC screen savers (if networked) and plasma screens throughout campus. Adverts can be placed for 2-3 weeks, up to 2 adverts per section can be displayed if there is space on the rotation. The service is managed by the University's Marketing Service.

E-mail – The Green team has a shared mailbox at greenteam@uclan.ac.uk to facilitate internal communications.

Student Communications

The University's Learning and Information Service have developed a Student Intranet, the Student Portal which include a [Student Support](#) page. This area is utilised by the FM Green Team to provide environment and sustainability information to students and members are responsible for keeping relevant content up-to-date.

The Student Portal also includes a home page with news which can be utilised by the FM Green team to promote events, with coordination via LIS.

AU Lookout – A global email system for all students where articles and information can be submitted online for publication in an email which is circulated every two weeks. The University's Marketing Service coordinates this service.

[Newsletter](#) and **Screen Savers/ Plasma Screens and E-mail** – as above.

7.4.3 External Communications

Internet

The University's approach to Sustainable Development (SD) including information on the Environmental Management System, the identified significant environmental aspects and an overview of the sustainability related activity is communicated externally to interested parties via the University's [Internet](#). The following publications are made publically available via these external webpages:

- The University's Sustainable Development Newsletter '[Footprint](#)' - used demonstrate the breadth of sustainability activity across the University;
- Annual Report on Environment & Sustainability Performance - updates interested parties on the University's annual environmental performance against EMS Objectives;
- The signed [Environmental Sustainability Policy](#) – demonstrates The University's commitment to environmental sustainability.

These externally facing webpages are managed by the University's Marketing Service. It is the responsibility of the relevant Green Team member to ensure that any updates or changes are sent through to the Marketing Team to ensure that the information is up-to-date and reliable.

Enquiries

The University is subject to both the Freedom of Information Act and Environmental Information Regulations both of which require the University to respond to external requests for information within specific timescales. An associated procedure has been established to ensure University staff comply with the requirements of these Regulations which is managed by the Information Governance Officer based in Legal Services.

General enquiries are received and managed in a number of ways:

- University Switchboard – enquiries should be forwarded to the relevant member of staff detailed in [FMENV GN011 Switchboard Sustainable Development Contacts](#).
- Facilities Management receives enquiries via:
 - Directly within the SHE Section and redirected as appropriate for action;
 - By the Green Team through its shared mailbox at greenteam@uclan.ac.uk
 - By the FM Helpdesk contactable on extension 2888 during office working hours or via e-mail FMHelpdesk@uclan.ac.uk

The dedicated email greenteam@uclan.ac.uk is used to record communications from interested parties.

Social Media

[Twitter](#) – The Green Team manage a Twitter account @uclangreenteam to share information, encourage behavioural change and promote events.

[UCLan Facebook](#) - The Green Team utilise the University's official facebook page which is coordinated by the University's Marketing Service.

7.5 Documented Information

7.5.1 General

A comprehensive list of EMS documentation is listed in [FM ENV 001 EMS Index](#), and includes both hard and electronic copies. The EMS's central documentation includes; the [Environmental Sustainability Policy \(FMENV002\)](#), [Environmental Aspects Register \(FMENV004\)](#), [Environmental Management Plan \(FMENV020\)](#) and the Legal Register (NewGround Legislative Update Service). The main elements of the EMS are described and relevant documentation signposted from this Manual.

An [Overview of UCLan's EMS](#) (FMENVREC024) has been developed in diagrammatic format to highlight the main elements of the EMS and their interaction including links to related documentation.

7.5.2 Creating and Updating

Four tiers of documentation have been developed for the EMS as follows. All EMS documentation is listed in [FMENV001 EMS Index](#) with version numbers and retention periods where relevant. The EMS Index also records storage locations and document retention periods. The [EMS Index](#) is accessible on the intranet.

Tier 1

General EMS documentation is identified by the controlled document reference prefix [FM ENV xxx](#), this documentation includes:

- Manual, Legislation Register, Aspects Register, Policy etc...

Overarching signpost documents like the EMS manual or aspects register that are not procedures but still essential elements of the EMS.

- Operational Procedures

The environmental management procedures describe how the University will manage and mitigate its identified significant environmental aspects. There is a procedure for each category of significant environmental aspects.

Tier 2

Guidance Notes are identified by the controlled document reference prefix [FM ENV GN xxx](#), these documents offer reference information that is either too detailed to be contained within an operational procedure or is emerging information liable to change, for example, due to the introduction of new legislation.

Tier 3

Records are identified with a controlled document reference prefix [FM ENV REC xxx](#)

Records are documents that need to be referred to in order to operate the EMS but do not necessarily need to be a controlled document often stating results achieved or providing evidence of activities performed.

Tier 4

Document templates are identified by the controlled document reference prefix [FM ENV TEMPL xxx](#)

Templates ensure documents are consistent in terms of identification and description and conform to EMS and ISO14001 requirements.

A document's author, approver and authoriser are unique to each document created.

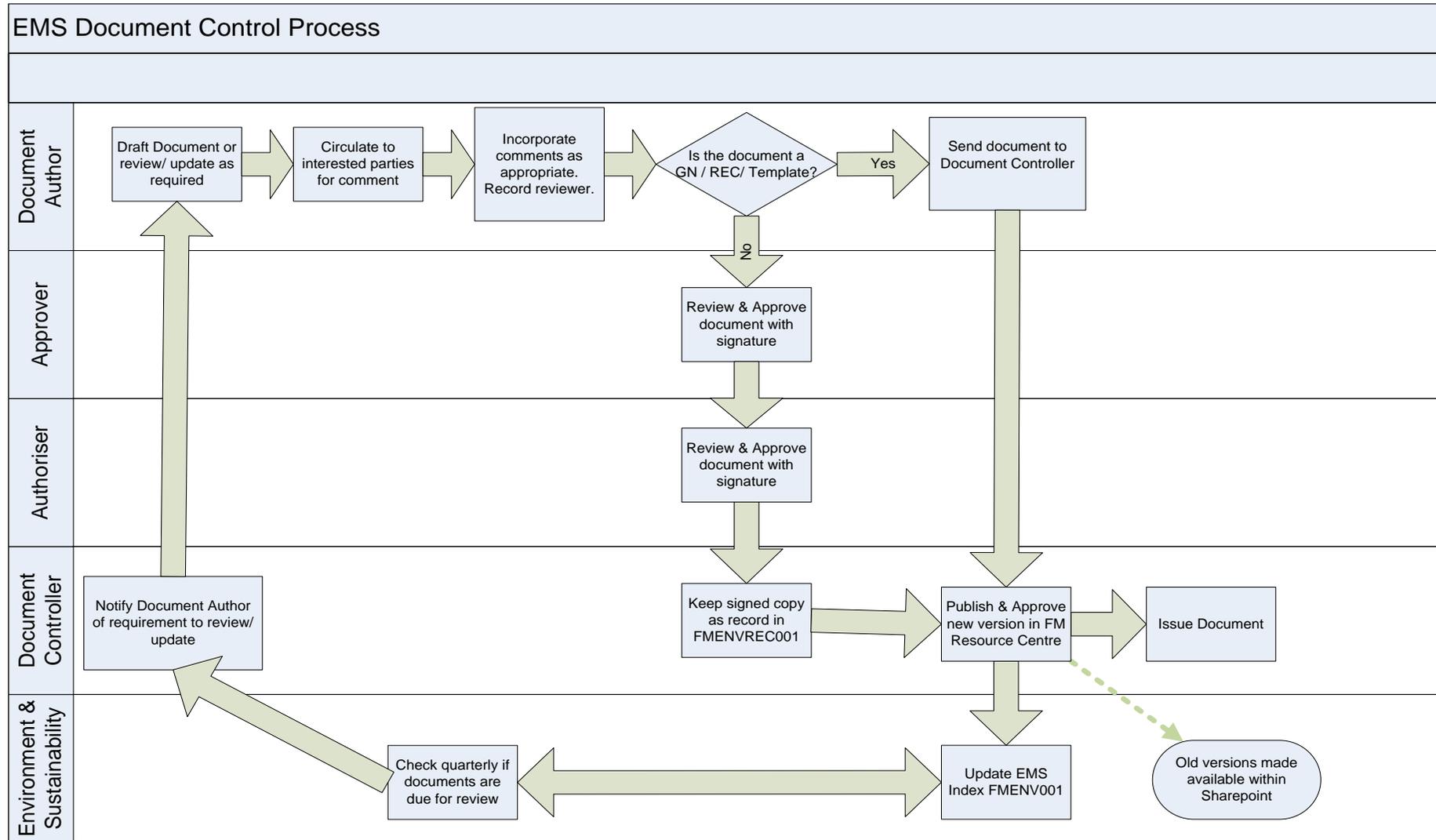
In general the following definitions apply:

Author – The specialist in the subject, responsible for day to day compliance with related environmental legal and other requirements.

Approver – Either the author's line manager or another interested party also involved in ensuring day to day compliance with related environmental legal and other requirements.

Authoriser – The most senior person in the organisation with delegated responsibility for ensuring compliance with related environmental legal and other requirements, who has the authority to enforce the adoption of the document's content. (The Chief Operating Officer or their deputy).

7.6 Control of documents



The Environment & Sustainability Manager is the EMS Document Controller and will therefore:

- Retain hard copies of authorised documents within FMENVREC001 controlled document library;
- Publish latest versions and authorised documents to the FM Resource Centre which acts as a controlled document library;
- Maintain a list of documentation within [FMENV001 EMS Index](#) detailing versions, review dates and authors;
- Discourage the printing of controlled documents or saving to file and instead encourage access directly from the [FM Resource Centre](#) to ensure the current version is always accessed;
- Maintain a single copy of ISO14001, if other copies are required individuals will be directed to the LIS e-database system to download their own copy.

8 Operation

8.1 Operational Planning and Control

The University has grouped its identified significant environmental aspects into six categories. An overarching environmental management operational procedure has been created for each of the six summary categories;

- FM ENV 012 [Use of Natural Resources](#)
- FM ENV 014 [Sustainable Procurement](#)
- FM ENV 015 [Land Development & Buildings](#)
- FM ENV 016 [Waste Management](#)
- FM ENV 017 [Travel/ Transport](#)
- FM ENV 019 [Pollution Prevention](#)

The environmental management operational procedures document the approach the University uses to manage and mitigate its' significant environmental aspects (see [FMENV004](#)), within the University's Environmental Management System (EMS), to ensure the University's operations are controlled to meet:

- Environmental Sustainability Policy commitments relevant to the aspect category;
- UCLan Environmental Management Plan Objectives;
- Compliance Obligations as set out in FM ENV 006 Legislation Register (Online NewGround Legislation Update Service).

The requirements of the environmental management operational procedures, and any changes to procedures, are communicated to;

- Relevant staff as specified in the SHE Training Needs Analysis;
- Post graduate researchers, via the [Student Portal](#);
- Contractors where considered relevant to their activities;
- Consultants where considered relevant to their Project.

In some cases established local rules or procedures have been developed outside the EMS by Schools and Services to ensure compliance with Legal and Other Requirements, these will be referred to within the relevant environmental management operational procedure.

The relevant environmental management operational procedures are also applicable to outsourced processes including those undertaken by contractors, the level and extent of control or influence is defined within the relevant procedure. For example, the management of contractors (and sub-contractors) is defined within [Land Development and Buildings operational procedures \(FMENV 015\)](#). The [Sustainable Procurement operational procedures \(FMENV 014\)](#) defines how suppliers are influenced and controlled via purchasing consortiums and the use of framework agreements.

Where applicable a life cycle approach is taken within the operational controls so that the environmental impacts at each stage can be controlled or influenced. The controls are defined within the relevant procedure.

Records FMENVRECxxx referred to in the environmental management operational procedures provide the documented evidence that processes have been carried out in line with the procedures and these are audited via the internal audit process (see 9.2).

8.2 Emergency preparedness and response

The University is well prepared for and has processes in place to respond to different types and levels of environmental incidents.

(a) UCLan Emergency Management Plan

The Emergency Management Plan is owned by the Safety, Health and Environment Section with responsibilities assigned to a dedicated Emergency Management Team. The Emergency Plan should be initiated in the event of an emergency arising from the following environmental hazards:

- Flood;
- Fire;
- Release of chemical substance, genetically modified or biological material;
- Release or loss of radioactive material (sealed or unsealed sources).

The Plan contains checklists to guide action required by the Emergency Management Team and is periodically tested by the SHE Manager.

(b) Pollution Prevention Environmental Management Procedure (FMENV019)

The procedure details the relevant steps that must be taken to prevent pollution to air, land or water. Within the SHE Training Needs Analysis staff who handle or are likely to come into contact with hazardous materials and/or spills are identified as requiring Environmental Pollution (Spill Containment) training (FMENVREC057). This training details how to respond to an environmental incident, containment, clean up and reporting requirements depending of the level of the incident. The training also reinforces the need to report near-misses to prevent an incident happening in the first place or on a larger scale.

Records of environmental incidents, near-misses and non-conformity with the environmental management operational procedures are documented in FMENVREC 041. In the event of an incident, non-conformity or near miss members of staff involved or witnessing the incident are responsible for completing [FMENVREC040](#). The form must then be sent to the Environment & Sustainability Manager who is responsible for investigating environmental incidents, near-misses and non-conformity reports to establish root cause.

Key Contact Details that may be needed in an emergency are as follows:

| Ref | Location | Name/Designation | E-mail | Tel No. |
|-----|---------------------------|--|--|--|
| A | Harrington Security Lodge | Security | securityservice@uclan.ac.uk | 01772 89 2068 Internal Ext 333 |
| B | Vernon 401 | Director of Facilities Management (Emergency Incident Manager) | gpmorris@uclan.ac.uk | 01772 892021 Internal Ext 2021 Mob: 07980 721539 |
| C | Vernon 201 | Safety Health & Environment Manager | cedwards1@uclan.ac.uk | 01772 892231 Internal Ext 2231 Mob: 07966 314197 |
| D | Chandler 106 | Media & Communications Senior Officer | ctheobald@uclan.ac.uk | 01772 89 4424 Internal Ext 4424 |
| E | Vernon 202 | Environment & Sustainability Manager | cchallen@uclan.ac.uk | 01772 89 2234 Internal Ext 2234 |
| F | Sizer House | FM Waste & Recycling | FmWasteandRecyclingService@uclan.ac.uk | Mob: 07980 721525 |
| G | University Sports Arena | Head Groundsperson | dgenther@uclan.ac.uk | Mob: 07980721532 Internal Ext 1638 |
| H | Maudland 114A | Principal Technician (LIS) | tdickson@uclan.ac.uk | Internal Ext 3506 |
| I | Vernon 202 | Safety Health & Environment Section | shesection@uclan.ac.uk | 01772 89 2067 Internal Ext 2067 |

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

The University **monitors** environmental performance in the following ways:

- **Environment & Sustainable Development Governance Structure**

Responsibility: Objective Leads

There are a number of working groups known as Sustainable Development Improvement Groups related to the six significant environmental aspects to guide continual improvements and to report progress against the Environment Management Plan actions and make recommendations for future actions. The document

[FM ENV 008](#) Terms of Reference Environment & Sustainable Development Governance Structure details the governance structure and the frequency of meetings required. A standard Agenda template should be used to focus the meetings [FMENVTEMP006](#).

- **Progress against Environmental Objectives**

Responsibility: Objective Leads

A summary of progress to meet the Environment Management Plan Objectives is reported 2 times a year at the Environmental Management Review using the template [FMENVTEMP 005](#). These reports should be based on the outputs from the Sustainable Development Improvement Groups.

- **The Green Scorecard**

Responsibility: Objective Leads in agreement with the Director of Facilities Management

The Green Scorecard is a self-assessment tool which has been developed by consultants ARUP in conjunction with AUDE (Association of University Directors of Estates) specifically for the higher education sector to measure the environmental performance of a range of estates activities, to set institutional targets and benchmark performance against other institutions.

The University **measures** environmental performance in the following ways:

- **Environmental Management Operational Procedures**

Responsibility: As defined in the procedure and below:

Each of the six operational procedures identifies records that need to be kept with regard to the requirements of each category of significant environmental aspects to ensure that data is available to fulfil compliance obligations and report on progress against the environmental objectives. In particular the following data is collected and detailed in the relevant operational procedures:

Waste, Recycling and Re-use weights and type - data (in kg) is collected centrally using Waste Transfer Notes and/or invoices and recorded by the Recycling Officer in FMENVREC033. This updated every 3 months.

Travel Modal Split and Carbon emissions – data is collected using annual travel surveys, 'Agresso' financial software and site audits as conducted by the Sustainable Travel Coordinator.

Energy and Water – data is inputted into TEAM software automatically from SMART meters /Automatic Meter Readings and manually from monthly meter readings by the Energy & Carbon Management Officer. Cross checking against invoices is also performed.

- **Estate Management Records**

Responsibility: The Property Coordinator coordinates the collection of EMR data

The Higher Education Statistics Agency (HESA) collects Estates Management Records (EMR) for the higher education sector on an annual basis. The submission date for institutions is February each year, the data being that taken from the previous academic year (September- August). Data is examined by the Director of Facilities Management prior to submission to check for any anomalies and a decision on whether to report optional data is also made at this time. The data is made publically available in May/June each year via the HESA webpages. Of relevance to the management of the EMS, data on waste, travel, energy and water should be collected as specified in the operational procedures under 'Data Management. It is the responsibility of the Objective Leads to collect robust data in the format required by HESA and submit to the Property Coordinator as requested.

- **Calibration of Equipment**

Responsibility: As defined below

Waste – pump truck is used to check and estimate recycling and waste weights with calibration performed by the Recycling Officer. Safety tested annually as required by the Lifting Operations & Lifting Equipment Regulations 1998 (LOLER).

Responsibility: Business Services Manager & Statutory Compliance Manager.

Energy – Meters owned by UCLan are calibrated when they leave the factory and do not need subsequent calibration. The University replaces meters when they break. The University's Utility providers own the remainder of the meters used, these companies are externally regulated to ensure calibration and meter replacement occurs on schedule. Further Information: Energy & Carbon Management Officer.

Biomass Boiler Heat Meter – Under the Renewable Heat Incentive calibration of the boiler heat meter is required which is performed by Rural Energy under a 5 star service programme. Further Information: Building Services Manager.

9.1.2 Evaluation of compliance

- **Emerging and Changing Requirements**

On a quarterly basis a review is conducted of newly released legislation, policy and guidance for relevance to University activities, services and products. The Environment & Sustainability Manager uses an email notification from NewGround Legislation Update Service to identify alteration or new requirements of relevance to the University's environmental aspects.

The outcome of this review is documented in the [Legal Compliance and Best Practice Review \(FMENVREC006\)](#). The document is circulated as relevant within the University at least 3 times a year to ensure information is available to inform the development of best practice and to raise awareness of changes to environmental legal or other requirements.

Where necessary EMS documentation (e.g. procedures, forms, training, registers) is updated as specified within the document review cycle. Feedback on actions specified in the Legal Compliance and Best Practice Review and recorded within the review (FM ENV REC 006).

- **Compliance Audits**

Internal environmentally trained auditors undertake internal compliance audits as part of the internal audit programme (see section 9.2). The NewGround Legislation Update Service and the [Legal and Best Practice Review \(FM ENV REC 006\)](#) should be referred to in order to guide the focus of the audit.

- **EMS Action Tracking System**

Actions may be identified as a result of an incident/ near miss or non-conformity report or following an audit conducted either internally or by an external party. The Environment & Sustainability Manager will track progress to complete actions via EMS Action Tracking System (FM ENV REC 027).

It is the responsibility of the identified 'responsible person' for each action to complete their action by the agreed target completion date and to notify the Environment & Sustainability Manager of its completion or difficulties preventing them from doing so.

The Environment & Sustainability Manager will update the action tracking system monthly. Progress towards completion will be monitored via the Sustainable Improvement Groups and the Environment Management Review.

9.2 Internal audit

A key part of checking compliance with both EMS operational procedures and the requirements of ISO14001:2015 is via an internal audit programme.

The EMS audit programme is coordinated by the Environment & Sustainability Manager and details the frequency and general focus of internal audits. The programme is recorded within the EMS Action Tracking System (FMENVREC027). The schedule may be altered at any time as necessary to ensure all areas are audited at a frequency determined by the associated risk of non-compliance.

Each audit undertaken, whether internal or external is given an EMS reference number starting with ENV and followed by the audit number and year, for example ENV xx14 where:

xx – Sequential numbers given to identify each audit

14 – Indicates the academic year in which the audit is undertaken

A template for internal audit reports (FMENVTEMPL002) has been set up and is stored within the SHE Section's S: drive:

S:\FM_HSE\Environment\EMS\EMS documentation\8 Document Templates.

Each action is classified as one of the following two options:

- Non-conformity (NC) with operational procedures or the requirements of ISO14001:2015
- Scope for Improvement Point (SFI)

Audit reports will be stored by the Environment & Sustainability Manager within the S: drive at S:/FM_HSE/Environment/EMS/EMS documentation/9 Audit

Audit reports should be issued to the following people and the actions entered into the EMS Action Tracking System (FMENVREC027) by the auditor.

- Audit Sponsor: Chief Operating Officer
- Audit Approver: Director of Facilities Management
- Audit Client: Management Team representative for areas being audited

All internal audits will be conducted by individuals who have undertaken 'Lead Auditor' training or 'Internal Auditor' as a minimum and who therefore are aware of the benefits of building their own scope for each audit by referring to:

1. Related previous internal and external audit actions;
2. Relevant parts of the [Environmental Aspects Register](#) (FMENV004), Legal and best practice Review (FMENVREC006) and the NewGround Legislative Update Service (FMENV006);
3. The relevant environmental management procedures;
4. The EMS Manual and relevant clausal requirements of ISO14001:2015;
5. Environmental Incident/Near Miss/Non-conformity reports and related corrective actions within the EMS Action Tracking System.

An auditor must not audit work they conduct themselves to ensure objectivity and impartiality.

9.3 Management Review

The University uses its Environment and Sustainable Development Governance Structure to ensure thorough consideration and review of the continued adequacy of the EMS. Details of the structure is available on the internet in the following documents;

[FM ENV 008 Terms of Reference Environment & Sustainable Development Governance Structure](#)

In summary; the Director of Facilities Management chairs the Environmental Management Review Meeting of the EMS. The group is coordinated by, and records of the meetings retained by the Environment & Sustainability Manager, within the SHE Section's S: drive. To ensure that the group includes each of the requirements of ISO14001:2015 at least annually, an [Agenda checklist \(FMENVREC020\)](#) is maintained by the Environment & Sustainability Manager.

10 Improvement

10.1 General

The Environment & Sustainability Manager uses a range of the performance evaluation tools highlighted in section 9 to make recommendations for improvement and to achieve the intended outcomes of its environmental management system. For example, recommendations may emerge from the Sustainable Development Improvement Groups and from findings raised in internal audits.

10.2 Nonconformity and Corrective action

Any non-conformities with the EMS and the requirements of ISO14001:2015 need to be reported to the Environment & Sustainability Manager in order that an investigation can be initiated. Any member of University staff is able to report a potential nonconformity using the [Environmental Incident, Near Miss & Non-conformity Form](#) (FMENVREC040). Once completed, this form should be submitted to the SHE Section shesection@uclan.ac.uk or via hard copy to VE202.

As well as via this reporting mechanism nonconformities are raised in internal or external audit reports.

In both cases, the Environment & Sustainability Manager will consider the non-conformity and if necessary other responsible parties will be consulted via the Environment and Sustainable Development Governance Structure to identify the root cause and plan appropriate action. The Environment & Sustainability Manager will record the report together with any agreed corrective action within the EMS Action Tracking System (FM ENV REC 027). The results of the corrective action being taken will also be recorded within the EMS Action Tracking System.

The appropriateness of actions taken will be reviewed during document reviews and the internal audit process and reported as necessary to the Environmental Management Review.

10.3 Continual Improvement

Opportunities for continual improvement are identified by the Objective leads and the Sustainable Development Improvement Groups and added to the [Environmental Management Plan FMENV020](#). Within the sector there are a number of resources and tools available to assist with the continual improvement element of the EMS. The University is a member of the Environmental Association of Universities and Colleges (EAUC) meaning staff and students can join for free to access resources, get involved in communities of practice and join an email discussion network relevant to their particular topic of interest(s). The University has also committed to sharing information on environmental performance via the Green Scorecard so that it can interrogate other institutions to glean best practice and improve performance (see 9.1.1).