



IATA Environmental Assessment For Ground and Cargo Handling Service Organizations

Standards Manual
Edition 1



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RECORD OF REVISIONS

EDITION NUMBER	ISSUE DATE	EFFECTIVE DATE
Edition 1	1 April 2023	1 April 2023

REVISION HIGHLIGHTS

The following table provides a brief description of the most significant changes contained in this IEnvA Standards Manual. It is not intended to indicate every editorial change (e.g. typographical correction, formatting improvement), but should any discrepancy exist, the contents of this manual have precedence over this table.

IESM for C&GHSPs Ed. 1.0 Revision Details	
Description of Significant Changes	
IESM C&GHSPs Ed. 1.0 Final 1 April 2023 This Document	In-depth review of all Standards, Assessor Actions, and new grouping of Standards.

Introduction

Purpose

The IEnvA Standards Manual (IESM) is published to provide the Environmental Standards, associated guidance material, practical examples and other supporting information necessary for a Organization to successfully prepare for an IEnvA Assessment.

The IESM describes the minimum assessment criteria to be utilized by an Environmental Assessment Organizations (EAOs) when conducting an assessment on behalf of IATA, to determine compliance with the IEnvA Standards.

Structure

The sections in the IESM are organized as follows:

Section 1 – Leadership

Section 2 – Environmental Policy

Section 3 – Scope and Context

Section 4 – Compliance Obligations

Section 5 – Significance

Section 6 – Management Plans

Section 7 – Document Control

Section 8 – Communication

Section 9 – Emergency Response

Section 10 – Internal Assessment

Section 11 – Competency

Section 12 – Management Review

Examples of IESM Documents and Forms

Certain IESM documents and forms may be depicted in this manual for the illustrative purpose of providing examples. Some, or all, of these published examples may have subsequently undergone revision, and thus may not be the current version of the document and/or form in use for Program activities.

IESM Documentation

This IESM Manual, used in conjunction with the following related manuals, together comprise the IESM documentation system:

1. IEnvA Program Manual (IEPM).
2. IATA Reference Manual for Audit Programs (IRM)

English Language

English is the official language of the IEnvA Program, and the IESM documentation is written in “international” English, using the Merriam-Webster dictionary as the basis (refer to M-W online at the following internet address: <http://www.merriam-webster.com>).

Software Platform

The IATA Standard software platform for IEnvA Program documentation development and delivery, is the Microsoft Windows Office® suite of software applications. Any document automation using macros (e.g. within MS Word® or MS Excel®) may not perform as originally designed when using any other type of platform.

Manual Revision

IATA will publish revisions to this manual to ensure the content remains current and meets the needs of the IEnvA Program.

1. During a regular revision cycle:
 - a. A change to IESM Standards will always result in a new Edition of the manual.
 - b. The cover of the IESM will indicate the Edition’s effectivity date.
 - c. A revision to the IESM becomes effective one month after the revision is published (e.g. a revision published in 1 September 2023 is effective on 1 October 2023).
 - d. The previous effective IESM remains effective for 6 months from the effective date of the new IESM – dual effectiveness. An Organization has the choice to be assessed against either IESM during this dual effectiveness period.

Manual Approval Cycle

1. IATA will internally draft any required changes, in consultation with applicable parties, if necessary.
2. IATA will determine if consultation is required for any necessary changes. If consultation is sought, it will be arranged with the IEnvA Oversight Council. No defined consultation period exists and consultation times will be determined according to necessary changes required.
3. Agreed changes by the IEnvA Oversight Council will be incorporated by IATA for final approval;
4. Final approval is by the Senior Vice President of Environment and Sustainability.

Content Changes

1. A new edition will be accompanied by a Revision Highlights table that will highlight only the significant changes made. It is incumbent on the reader to review every section in detail to familiarize themselves with any detailed changes.

Conflicting Information

1. Manuals within the IEnvA documentation system are not revised concurrently, thus creating the possibility of conflicting information in different manuals.
2. In the case of conflicting information in different IEnvA manuals, the information contained in the manual with the most recent revision date can be presumed to supersede any previous revision date.

IEnvA Documents and Forms

This manual, and other referenced IEnvA documents and forms, will be made available to IEnvA Member Ground and Cargo service Organizations on the platform agreed by the EOC.

Abbreviations, Acronyms, Definitions

The terminology used in the IESM Manual is consistent with that in the other manuals that comprise the documentation system. Any related terms, as they are used in the context of the IEnvA Program and its documents, are defined in the IATA Reference Manual for Audit Programs (IRM).

IEnvA Standards:

IEnvA Standards are specified systems, policies, programs, processes, procedures, plans, sets of measures, facilities, components, types of equipment or any other aspect of operations under the scope of IEnvA that have been determined to be a necessity for IEnvA registration, and with which a Organization will be expected to be in conformity at the conclusion of an assessment. Standards always contain the word "shall" (e.g. "The Organization shall have a procedure...") in order to denote that conformance by a Organization being assessed is a requirement for IEnvA registration. During an assessment, determination of nonconformity with specifications contained in an IEnvA Standard results in a Finding, which in turn results in the generation of a Corrective Action Report (CAR). To close a Finding, a Organization will develop a Root cause analysis, Corrective Action Plan (CAP), and then implement corrective action in accordance with the CAP.

Compliance Obligations	A collective term for environmental requirements that the Organization should comply with and include a Organization's Legal Obligations, Other Obligations, and Expectations from Stakeholders and Interested Parties.
Compliance Review	A documented systematic investigation of a Organization's Compliance Obligations that determines compliance or non-compliance. In IEnvA, a Organization has a choice to perform a Compliance Review of all its Compliance Obligations or to have a documented Operational Control that, if carried out, ensures compliance with the associated Compliance Obligation.
Corrective Action Plan	A documented procedure describing how a non-compliance or a finding will be addressed to achieve compliance with the associated requirements or Standard.
Activities, Aspects and Impacts	A collective term describing either or all of the Activities, Aspects and Impacts associated with the Organization's IEnvA Scope.

Aspects and Impacts	<p>A collective term that describes the causes and effects of the Organization's</p> <ul style="list-style-type: none"> • Environmental Aspects: A Organization's activities, products, and services that can interact with the environment. • Environmental Impacts: The environmental effects of a Organization's activities, products, and services.
Environmental Policy Statement	A written statement that is endorsed by a Organization's leadership, which outlines the Organization's environmental vision and most significant environmental objectives and principles related to its operations.
Management Plans	A documented description of the implementation, objectives, and controls that a Organization will use to address environmental impacts.
Environmental Management System (EMS):	A generic Environmental Management System that is not industry-specific, but includes such programs such as the IEnvA Program.
IEnvA Focal	A person or role that serves as the primary point of communication-related to the Organization's IEnvA System. This person/role could be combined with the IEnvA Leadership if in a senior Management position.
IEnvA Program	IATA's Environmental Assessment Program, including its documents, processes, procedures, intellectual property, meetings, and business unit.
IEnvA System	A Organization's implementation of the IEnvA Standards and Recommended Practices.
Internal and External Influences:	Political, economic, social, technological, environmental, legal, and any other effects that can influence the Organization's environmental performance or the IEnvA System.
IEnvA Leadership	A managerial or leadership role, position, or person that has the ability to provide the necessary human and financial resources to implement and sustain a Organization's IEnvA System. This person/role could be combined with the IEnvA Focal if in a senior Management position.
Ground Support Equipment	Equipment utilised on the ground at an airport for the servicing of aircraft between flights. This includes equipment used to service the terminal and apron areas to support handling activities whilst the aircraft is on the ground. The equipment used to facilitate the transport and storage of cargo items in a warehouse.
Management Review	A discussion on IEnvA that is attended by the Organization's IEnvA Leadership that takes place at least once every 12 months.
Operational Control	<p>An instruction or a procedure that describes actions and related information that, if followed, ensures operational activities and emergency responses are conducted in accordance with Compliance Obligations.</p> <p>Operational Controls must include any relevant and useful information such as:</p> <ul style="list-style-type: none"> • Accountability and responsibilities • Monitoring procedures/instructions • Operational scope

	<ul style="list-style-type: none"> • Monitoring equipment – calibration certificates • Timing and frequency • Any other internal requirements of the Organization <p>Also known as an S.O.P. (Standard Operating Procedure).</p>
Risks and Opportunities	A collective term that refers to uncertainties that could have an adverse or beneficial effect on the Organization's IEnvA System or the Organization's environmental performance.
IEnvA Scope	A documented description of the activities and areas that a Organization's IEnvA System requires for compliance with the IEnvA Standards.
Stakeholders and Interested Parties	An individual, organization or system with an interest or concern in the Organization's IEnvA System and the Organization's environmental performance.
Target and Objective	<p>A collective term that refers to measurable way-points, that, if achieved, will result in the Organization</p> <ul style="list-style-type: none"> • achieving some or all of the aspirations provided by its Environmental Policy Statement, or • improving environmental performance in line with the overall sustainability goals provided by the Environmental Policy Statement.

Exemptions

The IATA Senior Vice President, Sustainability reserves the right to allow exemption(s) to any requirement of this manual, considering all circumstances, and is responsible for authorizing any such exemption(s). Exemptions shall be communicated in writing to the relevant and necessary parties.

Background and Basis

This Standards in this manual have been developed to ensure compatibility with ISO 14001:2015 which has been deemed as a key requirement of the IEnvA Program by the EOC.

IEnvA Authority

The IEnvA Program operates under the authority of the Sustainability and Environment Advisory Council (SEAC) and subsequently the IEnvA Oversight Council (EOC) pertaining to the IESM.

Section 1 – Leadership (LED)

LED 1.01 The Organization's Leadership shall commit to the implementation and maintenance of IEnvA.

Assessor Actions

Implemented:

1. Identified an IEnvA Agreement signed by the Organization's Leadership; or
2. Any other clear evidence that the Organization's leadership is committed to the implementation of the IEnvA Program. This may include an email, an executive statement, or a meeting report.

LED 1.02 The Organization's Leadership shall provide human and financial resources for the implementation and maintenance of IEnvA.

Assessor Actions

Implemented:

1. Identified an IEnvA Agreement signed by the Organization's Leadership; and
2. Any other clear evidence that the Organization's Leadership is willing and able to provide the necessary human and financial resources to run the IEnvA System, such as:
 - a. Adequate financial resources for the implementation and maintenance of IEnvA System, such as a copy of an approved budget or budget allocation; and
 - b. Job description indicating responsibility and accountability for IEnvA.

LED 1.03 The Organization's IEnvA Leadership shall:

- a) Demonstrate accountability for the performance of IEnvA.
- b) Ensure the Environmental Policy Statement is developed and endorsed by the Organizations Leadership.
- c) Ensure the IEnvA requirements are integrated into the Organization's existing business processes.
- d) Allocate sufficient resources for IEnvA.
- e) Understand and communicate the importance of IEnvA to the Organization.
- f) Monitor and review the performance of Management Plans, Objectives and Operational Controls.
- g) Monitor and review compliance with IEnvA Standards.
- h) Support the continual improvement of the IEnvA implementation and resulting performance.





- i) Support the Organization's staff and management in ensuring the above is achieved.

Assessor Actions

Implemented:

Observed or assessed that the IEnvA Leadership is:

- a. Accountable for the performance of IEnvA.
- b. Able to describe the Organization's Environmental Policy Statement and how it was developed and/or reviewed.
- c. Able to identify and describe how Management Plans (operational controls, training, objectives, and targets, etc.) are integrated into existing business processes.
- d. Aware of allocated resources, human and financial, and any constraints or future requirements.
- e. Able to understand the importance and objective of IEnvA and understand the requirement of continual improvement.
- f. Able to describe communications from him/her or other senior management roles and staff on IEnvA.
- g. Able to describe accountabilities and responsibilities for achieving important or highly significant environmental objectives.
- h. Able to describe interactions with staff, managers and empowerment or rewards and initiatives related to IEnvA or environmental actions in general.
- i. Able to understand and describe the interaction with staff to motivate improved environmental performance.

Note

Compliance with this Standard requires that the Organization's IEnvA Leadership can demonstrate an adequate overall understanding of IEnvA and how it operates. Compliance therefor should not be assessed against each subpoint of the Standard, but rather in an assessment of a broader understanding of the Organization's IEnvA System.

LED 1.04 The Organization shall assign a role that is responsible for IEnvA, known as the IEnvA Focal. This role shall:

- a) Be responsible for the implementation and maintenance of IEnvA; and
- b) Be the primary contact point for IEnvA communications with IATA; and
- c) Participate in IEnvA Oversight Council meetings.

Assessor Actions

Documented:

- 1. Identified documented evidence, ideally in the Organization's IEnvA Manual, of the allocation of a contact point for IEnvA matters or an IEnvA focal point.

Implemented:

- 1. Observed the availability of a contact point for IEnvA matters, including the availability of an IEnvA Focal Point during IEnvA activities, such as IEnvA Assessments.



Remote:

1. Interaction with the Focal Point during preparation for the IEnvA Assessment; and
2. Interview or general interaction with the Focal Point, where the Focal Point demonstrates adequate competence, knowledge and experience to manage the Organization's IEnvA System.

LED 1.05 The Organization shall assign a role that is accountable for IEnvA, known as IEnvA Leadership. This role shall:

- a) Ensure the Organization complies with the IEnvA Standards; and
- b) Report on the performance of IEnvA and environmental performance of the Organization at the IEnvA Management Review, and
- c) Ensure that assigned roles and responsibilities related to IEnvA are communicated.

Assessor Actions

Documented:

1. Identified a statement or organogram, ideally in the IEnvA manual, of the role or person that is accountable for the Organization's IEnvA System.

Implemented:

1. Identified the role (and, ideally, the name) of the person that has accountability for the IEnvA System; and
2. Identified that the role in (1) has the ability to report to the Organization's Leadership.

Remote:

1. The IEnvA Leadership participates in the IEnvA Assessment opening meeting; and
2. The IEnvA Leadership participates in the IEnvA Assessment closing meeting.



Section 2 – Environmental Policy

POL 2.01 The Organization shall have an official Environmental Policy Statement.

Assessor Actions

Implemented:

1. Identified an (integrated) Environmental Policy Statement which includes statements required by IEnvA and the environment in general.

POL 2.02 The Environmental Policy Statement shall include a commitment to comply with applicable environmental Compliance Obligations.

Assessor Actions

Implemented:

1. Observed that the Environmental Policy Statement includes a statement regarding the Organization's commitment to comply with its Environmental Compliance Obligations.

POL 2.03 The Environmental Policy Statement shall include commitments to

- a) prevent or minimize pollution; and
- b) protect the natural environment; and
- c) continuously improve environmental performance.

Assessor Actions

Implemented:

1. Observed the following three statements (or any suitable interpretation) in the Organization's Environmental Policy Statement:
 - a. Prevent or minimize pollution; and
 - b. Protection of the natural environment; and
 - c. Continual environmental performance improvement.

Note

Mentioning the specific commitments in the Environmental Policy Statement verbatim is not required, but the Organization may prefer to include a direct mention of a specific commitment to raising its awareness or profile. The Organization may also validly argue that these commitments are included under "other commitments" or "compliance obligations" that are included in its Environmental Policy Statement.

POL 2.04 The Environmental Policy Statement shall provide context to the Organization's:

- a) scale of business operations; and
- b) chosen Scope of IEnvA; and
- c) most significant Environmental Aspects and Impacts.



Assessor Actions

Implemented:

1. Observed information that is contained in the Environmental Policy Statement that indicates where the Organization's Environmental Policy is in effect. Information should be identified for the following:
 - a. The IEnvA Scope – this would typically be “ground handling activities and corporate buildings”; and
 - b. The size or scale of the Organization's operations; and
 - c. Any particularly significant environmental Aspects or Impacts that the Organization may have. The identified Aspect and Impact should ideally be integrated or mentioned in the Environmental Policy Statement.

POL 2.05 The Environmental Policy Statement shall provide the Organization's environmental vision and a framework for developing environmental objectives.

Assessor Actions

Implemented:

1. Observed that the Environmental Policy Statement provides a vision or an overall goal which would result in a continued environmental performance improvement.

Note

All controls and objectives inside the IEnvA system will be guided by the vision and direction provided by the Environmental Policy. There is no specific or single quantifiable element that the Assessor is required to identify. Assessment of this compliance evidence should be sensitive to regional and cultural interpretations.

POL 2.06 The Environmental Policy Statement shall be clear, concise, and available in the common language used by the Organization and in English.

Assessor Actions

Implemented:

1. Observed an Environmental Policy Statement that is available in English; and
2. If English is not the local language, observed that the Environmental Policy Statement is available in the local language(s); and
3. Observed a clear and concise Environmental Policy Statement.

POL 2.07 The Organization shall communicate its Environmental Policy Statement to its staff and stakeholders under the Organization's direct control.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction, ideally included in the Organization's IEnvA manual, to have the Organization's Environmental Policy Statement communicated to its staff and stakeholders.

Implemented:

1. Observed that the Organization's Environmental Policy Statement is displayed in communal areas; or



2. Observed that the Environmental Policy Statement is included in an internal newsletter (email, communications, etc.) to the Organization's staff; or
3. Observed that the Organization's Environmental Policy Statement is communicated as part of a staff on-boarding; or
4. Observed any other evidence that the Environmental Policy Statement is communicated to the Organization's staff.

Remote:

1. Recorded visual demonstration (photos, videos) provided for:
 - a. Physical displays of the Environmental Policy (such as in social or common areas) if required.

POL 2.08 The Organization shall have its Environmental Policy Statement freely available to the public.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction, ideally included in the Organization's IEnvA manual, to have the Environmental Policy Statement freely available to the public.

Implemented:

1. Observed that the Organization's Environmental Policy is displayed/available on the Organization's website; or
2. Observed that the Organization's Environmental Policy is displayed/available in the Organization's annual statements; or
3. Observed any other evidence that the environmental policy is made freely and publicly available and accessible.

POL 2.09 The Organization shall review, and if necessary, update, its Environmental Policy Statement at least once a year.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction, ideally included in the Organization's IEnvA manual, to review and/or update the Environmental Policy Statement at least once every year.

Implemented:

1. Observed documented Environmental Policy Statement for the Organization's IEnvA System that has been revised in the last 12 months; or
2. Observed documented minutes/meeting report/evidence that approves an existing (older than 12 months) Environmental Policy Statement.



Section 3 – Scope and Context

CXT 3.01 The Organization shall document in the IEnvA Scope.

- a) activities associated with Ground Handling and Cargo Operations; and
- b) activities associated with all corporate offices, facilities, and buildings at Stations where ground and/or cargo handling activities are conducted.
- c) if applicable, activities associated with all other areas of the IEnvA Scope must be documented.

Assessor Actions

Implemented:

1. Ground and Cargo Handling Operations

- a. Identified a list of locations where the Organization conducts its ground or cargo handling activities; and
- b. Identified a list of motorized Ground Support Equipment, by station utilized by the Organization where it conducts ground or cargo handling activities; and
- c. Identified a clear list of all ground or cargo handling activities by station.

and

2. Corporate Buildings

- a. Identified a documented list of buildings that are inside the scope of the IEnvA System; and
- b. If applicable, identified services and processes that are inside the scope of the IEnvA System; and
- c. Identified any other documented information that explains the corporate scope and activities that are included under the Organization's IEnvA System.

and

3. Identified any other information defining the Organization's IEnvA System's scope outside of Ground or Cargo Handling Operations, and Corporate Buildings.

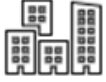
Remote:

1. Interview where the Organization provides a detailed overview of its IEnvA Scope.

An organization must always include Ground and Cargo Handling Operations and Corporate Buildings.

IATA Environmental Assessment Scope for Cargo and Ground Service Providers

Corporate Buildings (Core Scope – Mandatory)



Activities at local corporate buildings to be considered shall include:

- Facilities Management
- Office Activities
- Procurement of Ground support equipment, activity support products and maintenance support products including products related to facilities management and office activities.

Operations (Core Scope – Mandatory)



Ground Handling Operations and equipment preparation (Core Scope – Mandatory)

Local activities to be considered shall include:




- Aircraft Movement
- Aircraft washing
- Aircraft loading and unloading
- Cabin cleaning
- De-icing
- Facilities management - Operational
- Fuelling of aircraft
- GSE Operations
- Passenger services
- Passenger transportation
- Procurement related to Ground Handling activities
- Special Loads handling
- ULD Management
- Water and Lavatory servicing
- Emergency and unexpected situations



Cargo Handling Operations and equipment preparation (Core Scope – Mandatory)

Local activities to be considered shall include:

- Cargo acceptance
- Cargo screening
- ULD Build-up / break-down
- Loading and unloading
- Special loads handling

	<ul style="list-style-type: none"> • Cargo storage • Cargo movement • ULD Handling • Warehouse management
Optional Scope	
	<p>Maintenance Ground Handling Local activities to be considered shall include:</p> <ul style="list-style-type: none"> • Component replacement and refurbishment • Disposal of oils, fuels, and consumables • Emergency and unexpected situations • Engine/Equipment parts cleaning and blasting • Equipment commissioning and decommissioning • Equipment systems and component testing • Facilities management (if excluded from CORE) • GSE testing and servicing • Parts painting and surface treatment • Procurement related to maintenance activities • Use and storage of oils, lubricants, fuels, greases, and rubber compounds • Use of power tools and hydraulic equipment
	<p>Maintenance – Cargo Handling Local activities to be considered shall include:</p> <ul style="list-style-type: none"> • Calibration of scales • Cold storage facility maintenance • Racking, shelving, and roller beds • ULD maintenance and inspection
	<p>Hospitality Services Local activities to be considered shall include:</p> <ul style="list-style-type: none"> • Catering services • Cleaning • Facilities management • Passenger services (if not included on the CORE) • Procurement related to lounge activities (Consumables Supply Chain) • Sanitizing



	<ul style="list-style-type: none">• VIP Services
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CXT 3.02 The Organization shall consider all Internal and External Influences, activities and related Aspects and Impacts, and all Compliance Obligations when determining the IEnvA Scope to ensure a comprehensive and effective Scope that does not intentionally exclude Activities (under the Organization's control and where the Organization has authority or influence) that can present environmental challenges.

Assessor Actions

Implemented:

1. Observed that the documented scope does not explicitly exclude any corporate sites in the Organization's station/s.

CXT 3.03 The Organization shall make a summary of its IEnvA Scope freely available to the public.

Assessor Actions

Documented:

1. A documented procedure or instruction, to have a summary of its IEnvA Scope freely available to the public; or
2. A summary of the Organizations IEnvA scope is included in the Organization's Environmental Policy Statement.

Implemented:

1. Observed that a summary of the scope of the Organization's IEnvA System is publicly available/published online.

CXT 3.04 The Organization shall review, and if necessary, update, its IEnvA Scope at least once a year.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction, to review and/or update the IEnvA Scope at least once a year.

Implemented:

1. Observed documented Scope for the Organization's IEnvA System that has been revised in the last 12 months; or Observed documented minutes/meeting report/evidence that approves an existing (older than 12 months) IEnvA Scope for the Organization's IEnvA System.

CXT 3.05 The Organization shall have a documented procedure to identify Aspects and Impacts, Stakeholders, and Interested Parties, Internal and External Influences and Risks and Opportunities which includes steps to:

- a) explain how items are identified, documented, and maintained; and
- b) ensure that items are identified considering Activities, Aspects and Impacts the Organization can influence or control; and
- c) ensure that items are identified considering Activities, Aspects and Impacts caused or conducted by the Organization itself and on behalf of the Organization; and
- d) consider planned and new development; and



- e) abnormal and foreseeable emergency situations; and
- f) lifecycle aspects and impacts of an activity, service, or product.

Assessor Actions

Documented:

1. Identified procedure(s) that consider Environmental Aspects and Impacts that the Organization can control and influence; and
2. Identified procedure(s) that consider Environmental Aspects and Impacts and activities that are carried out by the Organization and on behalf of the Organization that are inside the Scope of the Organization's IEnvA System; and
3. Identified procedure(s) that consider Environmental Aspects and Impacts and activities that can result from unplanned and emergency situations; and
4. Identified procedure(s) that consider any relevant life-cycle stages that may be related to the aspect or impact.

Note:

Some of the Organization's significant Environmental Aspects and Impacts can occur during the transport, delivery, use, end-of-life treatment or final disposal of a product or service. By considering this possibility, an organization can potentially prevent or mitigate adverse environmental impacts during these life cycle stages. The Organization should be able to demonstrate that it has considered potential environmental impacts that may take place in life-cycle stages where the Organization has adequate control or influence.

CXT 3.06 The Organization shall document the Aspects and Impacts of its documented activities, products, and services in a dedicated register.

Assessor Actions

Implemented:

1. Identified documented Environmental Aspects and Impacts that are related to the Scope of IEnvA in a dedicated register. (Known as Aspects and Impacts register)

Note: Not all parts of the scope will necessarily produce an environmentally relevant aspect and/or impact.

REF SNF 5.01

CXT 3.07 The Organization shall identify and document Stakeholders, and Interested Parties in a dedicated register

Assessor Actions

Implemented:

1. A documented Stakeholders and Interested parties register that includes Identified documented Stakeholders and Interested Parties related to the Scope of IEnvA (known as stakeholders and interested parties register)

Note: Not all parts of the scope will necessarily produce an environmentally relevant stakeholder.

CXT 3.08 The Organization shall document expectations of its documented Stakeholders and Interested Parties.



Assessor Actions

Implemented:

1. Identified that the Stakeholders and Interested parties register contains expectations that are related to relevant Stakeholders and Interested Parties.

Note: Not all stakeholders will necessarily have expectations.

CXT 3.09 The Organization shall identify and document Risks and Opportunities in a dedicated register.

Assessor Actions

Implemented:

1. A documented Risks and Opportunities register that includes Identified documented Risks and Opportunities related to the Scope of IEnvA (known as Risks and Opportunities register)

CXT 3.10 The Organization shall identify and document Internal and External Influences that can affect the Organizations environmental performance, which as a minimum shall include financial, legal and frequency of occurrence or similar, in a dedicated register

Assessor Actions

Implemented:

1. A documented Internal and External influences register that includes Identified documented Internal and External influences, including, legal, financial and frequency of occurrence or similar, related to the Scope of IEnvA (known as Influence register)

Note: Not all parts of the scope will produce an environmentally relevant influence.

CXT 3.11 The Organization shall review, and if necessary, update, its:

- a) Aspects and Impacts.
- b) Risks and Opportunities.
- c) Stakeholders and Interested Parties; and
- d) Internal and External Influences.

at least once every year.

Assessor Actions

Documented:

1. Identified a documented instruction, procedure or Operational Control, which requires the Organization to review and update the environmental context items at least once every 12 months.

Implemented:

1. Observed that the context items have been reviewed in the last 12 months.



Section 4 – Compliance Obligations

CMP 4.01 The Organization shall document its environmental Compliance Obligations associated with its documented Activities, Aspects and Impacts in a dedicated register.

Assessor Actions

Implemented:

1. Identified documented Compliance Obligations that are related to the Organization's defined Scope which include legal obligations, other obligations and stakeholder and interested party expectations that the Organization deem as Compliance Obligations (known as the Compliance register)

Note:

Not all parts of the IEnvA Scope will necessarily produce Compliance Obligations.

CMP 4.02 For all documented Compliance Obligations, the Organization shall:

- a) Conduct a compliance review which indicates the Organization's compliance or non-compliance with the Compliance Obligation; or
- b) Document an Operational Control or procedure which will ensure compliance with the Compliance Obligation.

Assessor Actions

Documented:

1. Identified a statement, procedure or an Operational Control, that provides information on how the Organization will ensure compliance to the standard; and
2. Identified a statement or procedure that provides information on the requirement of the Organization to conduct a compliance review for each of its Compliance Obligations.

Implemented:

1. Observed that each Compliance Obligation has had a compliance review (such as an internal assessment of compliance with that obligation); and
2. Observed that all Compliance Obligations have associated Operational Controls or procedures that ensure compliance with that Compliance Obligation.

CMP 4.03 The Organization shall review, and if necessary, update, its Compliance Obligations at least once a year.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction to review and/or update Compliance Obligations at least annually.

Implemented:

1. Observed documented Compliance Obligations that have been reviewed within the last 12 months; or



2. Observed meeting minutes/report where Compliance Obligations were discussed/reviewed/approved in the last 12 months.

CMP 4.04 Compliance reviews shall be conducted at least once every 12 months.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction that all identified Compliance Obligations have an associated documented compliance review (verification of compliance).

Implemented:

1. Observed that all compliance obligations have an associated documented compliance review (verification of compliance).

CMP 4.05 The Organization shall comply with its environmental monitoring and reporting Compliance Obligations.

Assessor Actions

Implemented:

1. Identified evidence that Compliance Obligations related to environmental data monitoring and reporting are complied with by the Organization.



Section 5 – Significance

SNF 5.01 The Organization shall identify, Significant Aspects and Impacts, considering the associated:

- a) Compliance obligation; and
- b) Current and future financial implication; and
- c) Stakeholders and Interested Parties; and
- d) Likelihood of occurrence vs consequence

Assessor Actions

Documented:

1. Identified procedure(s) that explain how the Organization assesses the significance of Environmental Aspects and Impacts; and
2. Identified that the procedure(s) that are used to rate the significance of the Organization's Environmental Aspects and Impacts considers at least the Organization's:
 - a. Environmental Compliance Obligations; and
 - b. Current and future financial implications; and
 - c. Environmental Stakeholders and Interested Parties; and
 - d. Likelihood of occurrence and consequence.

Implemented:

1. Observed rated Aspects and Impacts contained in the aspects and impacts register, indicating which Aspects and Impacts have been identified as Significant for the Organization.

Remote:

1. Interview where the application and rating criteria of the significance test is explained.

SNF 5.02 The Organization shall review, and if necessary, update, its Significance ratings for its Activities, Aspects and Impacts at least once every 12 months.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction to review and/or update the significance ratings at least every 12 months.

Implemented:

1. Observed documented significance ratings that have been rated in the last 12 months; or
2. Observed documented minutes/meeting report/evidence that approves existing (older than 12 months) ratings in the last 12 months.



Section 6 – Management Plans

EMP 6.01 The Organization shall develop and document Management Plans for its:

- a) Significant Aspects and Impacts; and
- b) Environmental Compliance Obligations (which will at least contain one Operational Control).

Assessor Actions

Implemented:

1. Identified documented Management Plans for all Significant Aspects and Impacts.

Observed the implementation of Management Plans.

EMP 6.02 The Organization's Management Plans shall contain Targets and Objectives, as required.

Assessor Actions

Implemented

1. Identified that the Organization's Management Plans contain Targets and objectives.

EMP 6.03 Targets and Objectives contained in Management Plans shall:

- a) ensure continued improvement of environmental performance; and
- b) be quantifiable; and
- c) be achievable; and
- d) be time-bound.

Assessor Actions

Implemented:

1. Identified Targets and Objectives that have been developed (as part of Management Plans or separate) are:
 - a. Measurable; and
 - b. Achievable; and
 - c. Time bound

EMP 6.04 Targets and Objectives contained in Management Plans shall have associated documented implementation plans that contain at least the following elements,

- a. Actions to reach the Targets and Objectives; and
- b. The financial and human resources that are/will be required; and
- c. Relevant responsibilities and external stakeholders that may influence the outcomes of the plan to reach the Targets and Objectives; and



- d. The expected timelines/deadlines for reaching the Targets and Objectives; and
- e. Process to monitor progress to achieve Targets and Objectives; and
- f. Integration into existing business processes and procedures.

Assessor Actions

Implemented:

1. Identified documented plans to achieve the developed Targets and Objectives that contain at least the following information:
 - a. What will be done to reach the Targets and Objectives; and
 - b. The financial and human resources that are/will be required; and
 - c. Relevant responsibilities and external stakeholders that may influence the outcomes of the plan to reach the Targets and Objectives; and
 - d. The expected timelines/deadlines for reaching the Targets and Objectives; and
 - e. Process to monitor progress to achieve Targets and Objectives; and
 - f. Integration into existing business processes and procedures.

EMP 6.05 The Organization's Management Plans shall contain Operational Controls, as required.

Assessor Actions

Implemented:

1. Identified that the Organization's Management Plans contain Operational Controls where required.

EMP 6.06 The Organization's Operational Controls shall be developed considering:

- a) associated activities, services, and products.
- b) the lifecycle impacts of any associated services and products.
- c) purchase, procurement, and outsourcing processes.
- d) communication and implementation of the Operational Controls.
- e) measures to prevent or mitigate significant environmental impacts.
- f) identification of roles and responsibilities.
- g) planned and unplanned events and changes to the associated services and products.
- h) integration of the Operational Controls into existing business processes.

Assessor Actions

Implemented:

1. Identified documented Operational Controls (as part of Management Plans or separate Operational Controls) which have been developed considering:
 - a. the design and development of any associated services and products.



- b. the lifecycle impacts of any associated services and products.
- c. purchase, procurement, and outsourcing processes.
- d. the communication and implementation of the Operational Control.
- e. measures to prevent or mitigate significant environmental impacts.
- f. the identification of roles and responsibilities.
- g. planned and unplanned events and changes to the associated services and products; and
- h. the integration of the Operational Control into existing business processes.

EMP 6.07 The Organization shall review and update its Management Plans and its contents at least once every 12 months.

Assessor Actions

Documented:

- 1. Identified a documented procedure or instruction to review the performance and/or update management plans at least once every 12 months.

Implemented:

- 1. Observed documented Management plans that have been reviewed in the last 12 months; and
- 2. Observed documented minutes/meeting report/evidence that approves existing Management plans; and
- 3. Observed that management plans are effective and relevant to the Organization's IEnvA System; and
- 4. Observed a summary of actions, achievements and obstacles is contained in the Management Plan.

EMP 6.08 Where monitoring and reporting of data is required, the Organization shall have Operational Controls to monitor and record information and data which include:

- a) What needs to be monitored.
- b) Establish a baseline
- c) The methodology used.
- d) Indicators or criteria to evaluate acceptable performance.
- e) The frequency of taking measurements, consolidation, or analysis.
- f) Integration into business processes.

Assessor Actions

Documented

- 1. Identified Operational Controls for all required monitoring, recording and reporting of environmental information (as part of Management Plans or separate).

Implemented:

- 1. Observed recorded information including:
 - a. Recordings/information of exactly what is being monitored.
 - b. The methodology to measure/monitor including any relevant calculation processes.
 - c. Limits and thresholds that must be adhered to.



- d. When and how the monitoring shall take place.

EMP 6.09 The Organization shall ensure that records are available for monitored information and data associated with its Management Plans.

Assessor Actions

Implemented:

1. Observed recorded data related to each Environmental Management Plan as required by the respective Operational Controls.

EMP 6.10 The Organization shall ensure that measuring equipment used for monitoring and measuring purposes in IEnvA under its control is maintained and calibrated.

Assessor Actions

Documented:

1. Identify a procedure that defines the requirement to ensure the calibration of measuring and monitoring equipment.

Implemented:

2. If applicable to the respective equipment, identified documented calibration records for equipment that the Organization uses to monitor or measure as per its relevant Management Plans (Operational Control or Targets and Objectives).

EMP 6.11 The Organization shall assign roles and responsibilities, as necessary for all Management Plans, Operational Controls, Targets and Objectives and associated plans to achieve the Targets and Objectives.

Assessor Actions

Implemented:

1. Observed the allocation of roles and/or responsibilities for Management Plans, Operational Controls and Targets and Objectives.



Section 7 – Document Control

DOC 7.01 The Organization shall have an IEnvA Program Manual/software or an Environment/Sustainability manual.

Assessor Actions

Implemented:

1. Identified an IEnvA Manual or document or software that contains or references all IEnvA and Environment/Sustainability related information.

DOC 7.02 The Organization's IEnvA Program Manual/software or Environment/Sustainability Manual shall include or reference:

- a) IEnvA Scope and associated activities; and
- b) Aspects and Impacts register, Stakeholders and Interested Parties register, Risks and Opportunities register, Internal and External Influences register; and
- c) Compliance register; and
- d) Locations register and Ground Support Equipment register; and
- e) Management Plans and Operational Controls; and
- f) All other registers, processes, procedures, and controls required by IEnvA GSP Standards; and
- g) A document control procedure.

Assessor Actions

Implemented:

1. Observed that the Organization's IEnvA Manual/software or environment/sustainability manual contains or references at least:
 - a. IEnvA Scope and associated activities; and
 - b. Aspects and Impacts register, Stakeholders and Interested Parties register, Risks and Opportunities register, Internal and External Influences register; and
 - c. Compliance register; and
 - d. Locations register and Ground Support Equipment register; and
 - e. Management Plans and Operational Controls; and
 - f. All other registers, processes, procedures, and controls required by IEnvA GSP Standards; and
 - g. A document control procedure.

DOC 7.03 The Organization shall retain, and control internal and external documents and records related to IEnvA that ensures IEnvA and Environment documents, procedures, registers, information, and data are:

- a) Available as required; and
- b) Correctly protected; and
- c) Correctly maintained; and



d) Clearly identifiable as current or preceded.

Assessor Actions

Documented:

1. Identified a documented document control procedure that is used for IEnvA and its related documentation and environmental information in general.

Implemented:

1. Observed that all documentation and information related to IEnvA is controlled according to the requirements of the Organization's document control procedure.



Section 8 – Communication

COM 8.01 The Organization shall retain records of internal and external communications associated with IEnvA and the Environment in general, in a dedicated and secure location.

Assessor Actions

Implemented:

1. Identified location of records on internal and external communications related to the IEnvA system and the environment in general.

COM 8.02 The Organization shall identify the roles to which the following information will be communicated:

- a) Significant Activities, Aspects and Impacts.
- b) Targets and Objectives contained within Management Plans.
- c) Significant changes to the IEnvA system implementation or the environment program in general.
- d) Opportunities for improving environmental performance and the Organization's IEnvA implementation.
- e) Emergency response procedures and relevant critical role players.

Assessor Actions

Implemented:

1. Observed a list of roles to which the relevant information must be communicated to.

COM 8.03 The Organization shall communicate to the assigned roles and responsibilities defined in its Management Plans and all other persons doing work on environment:

- a) Their responsibilities; and
- b) Implications of failing to comply with any associated Operational Controls, achieving associated Targets and Objectives and associated IEnvA requirements.

Assessor Actions

Implemented:

1. Observed a list of roles to which the relevant information must be communicated.
2. Observed evidence of the relevant information being communicated to the respective roles.

COM 8.04 The Organization shall have an internal communications procedure for:

- a) Information from, and to, the IEnvA Focal and Organization Leadership; and
- b) Information from, and to, the assigned roles associated with Management Plans; and
- c) Providing general environmental information to the Organization's staff.

Assessor Actions

Documented:

1. Identified a documented procedure for internal communications of environmental and IEnvA-related matters.



Implemented:

1. Observed evidence of the internal communication of environmental matters such as:
 - a. The implementation and follow through of the Organization's internal communications procedure used for environment and IEnvA-related matters; or
 - b. Any other evidence of relevant internal communication of environmental and IEnvA-related matters.

COM 8.05 The Organization's internal communications procedure shall consider:

- a) Relevance of the information; and
- b) When communication should/will take place; and
- c) The identification of relevant recipients; and
- d) The medium and method of communication; and
- e) The responsible roles for enacting the communication; and
- f) The quality of the information to be communicated.

Assessor Actions

Implemented:

1. Observed that the Organization's internal communications procedure considers:
 - a. Relevance of the information; and
 - b. When communication should/will take place; and
 - c. The identification of relevant recipients; and
 - d. The medium and method of communication; and
 - e. The responsible roles for enacting the communication; and
 - f. The quality of the information to be communicated.

COM 8.06 The Organization shall have an external communications procedure for:

- a) Providing environmental information to any external stakeholders and interested parties.

Assessor Actions

Documented:

1. Identified a documented procedure for external communications of environment and IEnvA-related matters.

Implemented:

1. Observed evidence of the external communication of environmental matters such as:
 - a. The implementation of the Organization's external communications procedure used for environment and IEnvA-related matters; or
 - b. Any other evidence of relevant external communication of environment and IEnvA related matters.



COM 8.07 The Organization's external communications procedure shall consider:

- a) Relevance of the information; and
- b) When communication should/will take place; and
- c) Identification of relevant recipients; and
- d) Medium and method of communication; and
- e) Responsible roles for enacting the communication; and
- f) Quality of the information to be communicated; and
- g) Compliance Obligations related to reporting.

Assessor Actions

Implemented:

1. Observed that the Organization's external communication procedure considers:
 - a. Relevance of the information; and
 - b. When communication should/will take place; and
 - c. Identification of relevant recipients; and
 - d. Medium and method of communication; and
 - e. Responsible roles for enacting the communication; and
 - f. Quality of the information to be communicated; and
 - g. Observe compliance to the communications procedure, by reviewing evidence of previous communications.



Section 9 – Emergency Response

EMG 9.01 The Organization shall identify and document foreseeable emergency and irregular situations that could cause adverse environmental impacts.

Assessor Actions

Implemented:

1. Identified foreseeable emergency and irregular situations that are included and documented as part of the Organization's Activities.

EMG 9.02 The Organization shall have documented emergency response plans and procedures to manage any foreseeable emergency or irregular situations arising from the activities of the Organization.

Assessor Actions

Implemented:

1. Identified documented emergency procedure(s) for emergency and irregular situations.

EMG 9.03 The Organization shall respond to and record environmental emergencies when they occur according to the Organization's emergency response procedures.

Assessor Actions

Implemented:

1. Observed that no environmental emergency occurred; or
2. If an environmental emergency has occurred, identify that the Organizations documented emergency procedures have been complied with.

EMG 9.04 The Organization shall periodically test its emergency response procedures.

Assessor Actions

Implemented:

1. Observed evidence of any testing of emergency response procedures, related training or exercises that have been conducted, or review of emergency response procedures.

EMG 9.05 The Organization shall, where possible, improve its emergency preparedness and response procedures after the occurrence of accidents, emergency situations or unsuccessful testing.

Assessor Actions

Implemented:

1. If improvements have been identified, observed evidence of (planned) improvements to emergency procedures and preparedness levels.



Section 10 – Internal and External Assessment

IAS 10.01 The Organization shall conduct an IEnvA Internal Assessment.

Assessor Actions

Documented:

1. Identified a documented procedure to conduct an IEnvA Internal Assessment.

Implemented:

1. Observed evidence of a completed IEnvA Internal Assessment.

IAS 10.02 The Organization's IEnvA Internal Assessors shall be:

- a) Certified IEnvA Internal Assessors; and
- b) Recertified every 24 months or every time a new version of the standard is published, by a new IEnvA Assessor training program; and
- c) Objective and impartial.

Assessor Actions

Implemented:

1. Observed documented names of IEnvA Internal Assessors that conducted the Organization's most recent IEnvA Internal Assessment.
2. Observed evidence of IEnvA Assessor Certification and recertification for the Organization's IEnvA Internal Assessors every 24 months.

Remote

1. An interview with the Organization's IEnvA Internal Assessor on the most recent IEnvA Internal Assessment.

IAS 10.03 The Organization shall conduct an IEnvA Internal Assessment:

- a) Prior to an IEnvA External Assessment; or
- b) At least once every two years; or
- c) In the event of any significant change to the Organization's Scope and context.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction to conduct an internal assessment on the Organization's compliance with the IEnvA Standards at least once every two years or prior to an external assessment.

Implemented:

1. Observed an IEnvA Internal Assessment that has been conducted in the last two years.



IAS 10.04 The Organization shall establish root causes for Findings and Observations resulting from an IEnvA Assessment.

Assessor Actions

Documented:

Identified a documented procedure or instruction to conduct a root cause analysis for any findings and observations raised during an IEnvA Internal or External Assessment.

Implemented:

1. Identified and documented root cause analysis of any findings and observations identified.

IAS 10.05 The Organization shall establish timelines to correct Findings and Observations resulting from an IEnvA Assessment taking into consideration the significance of the Finding or Observation.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction to have non-conformities corrected in a timely manner, considering the severity and significance of the non-compliance.

Implemented:

1. The implementation of corrective actions, based on the severity and significance of the non-conformity should meet the time frames as determined in the Organization's IEnvA or environment manual.

IAS 10.06 The Organization shall address non-conformities with IEnvA Standards when identified outside of an IEnvA Assessment.

Assessor Actions

Documented:

1. Identified a documented procedure for addressing non-conformities when non-conformities are identified during normal day to day operations.

Implemented:

1. Observed evidence of this corrective action procedure having been implemented where non-conformities have been identified during normal day to day operations.

IAS 10.07 The Organization shall review corrective and preventative actions undertaken as part of an IEnvA Assessment for effectiveness.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction to review any corrective and preventative actions related to the Organization's IEnvA or environmental performance.

Implemented:

1. Observed that the Organization's Corrective Action Plans have been reviewed; or
2. Observed meeting minutes/report where Corrective Action Plans were discussed/reviewed/approved; or



3. Observed a meeting agenda (or any documented plans) that indicates that Corrective Action Plans will be discussed/reviewed in accordance with the Organizations IEnvA manual.

Section 11 – Competency

CMP 11.01 The Organization shall document and maintain competency requirements for persons assigned as the IEnvA Focal and/or person responsible for Environmental Performance.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction to ensure competency requirements are maintained.

Implemented:

1. Identified and documented education, training, and experience requirements for any of the staff/roles of the IEnvA Focal and/or person responsible for Environmental Performance that can have an influence on the Organizations IEnvA program.

CMP 11.02 The Organization shall review, and if necessary, update competency requirements at least once every two years.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction to review the competency requirements at least once every two years.

Implemented:

1. Observed documented competency requirements that have been reviewed in the last 24 months; or
2. Observed documented minutes/meeting report/evidence that approves existing (older than 24 months) competency requirements in the last 24 months.

CMP 11.03 The Organization shall assess the assigned roles and responsibilities for compliance with associated competency requirements.

Assessor Actions

Implemented:

1. Identified compliance with the competency requirements of the staff and roles identified.



CMP 11.04 The Organization shall have plans to ensure competency requirements are met for those roles where competency requirements have not been met.

Assessor Actions

Implemented:

1. Observed training programs have been provided to staff and roles that do not comply with the minimum competency requirements; or
2. Observed evidence that training has contributed to achieving the required competency levels.

Section 12 – Management Review

MRV 12.01 The Organization shall conduct an IEnvA Management Review on its IEnvA system and environmental performance once a year.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction to have an IEnvA Management Review at least once every 12 months including recording or minutes of the meeting.

Implemented:

1. Identified meeting report, meeting minutes or any other evidence of an IEnvA Management Review.

Note

An IEnvA Management Review may be incorporated into other management or review meetings.

MRV 12.02 The IEnvA Leadership shall participate in the IEnvA Management Review.

Assessor Actions

Implemented:

1. Observed any evidence that the identified IEnvA Leadership role has participated in the IEnvA Management Review meeting.

MRV 12.03 The Management Review shall contain information on:

- a) Status of action items from the previous meeting.
- b) Changes to the IEnvA Scope, Activities and IEnvA related registers
- c) Performance of Management Plans.
- d) Results of the latest IEnvA Assessments.
- e) The adequacy of resources.
- f) Relevant communications or complaints.
- g) Opportunities for improving Environmental Performance.



Assessor Actions

Documented:

1. Identified a documented procedure or instruction to have the following information/data/reports included in the IEnvA Management Review:
 - a. Status of action items from the previous meeting.
 - b. Changes to the IEnvA Scope, Activities and IEnvA related registers.
 - c. Performance of Management Plans.
 - d. Results of the latest IEnvA Assessments.
 - e. The adequacy of resources.
 - f. Relevant communications or complaints.
 - g. Opportunities for improving Environmental Performance.

Implemented:

1. Observed IEnvA Management Review meeting minutes, meeting report or any other evidence confirming where IEnvA matters were addressed.

MRV 12.04 The Organization shall review, and where possible, improve the effectiveness of IEnvA.

Assessor Actions

Implemented:

1. Observed any evidence that an IEnvA Management Review meeting has been conducted; and
2. Observed any evidence that IEnvA targets or objectives have been achieved; and
3. Observed Operational Controls that have effectively been implemented as part of the IEnvA System; and
4. Observed any other evidence that IEnvA has contributed to the Organization's environmental management or environmental performance.

MRV 12.05 The Organization shall ensure that the Management Review provides output for improvement opportunities and other changes to be implemented, including time frames and roles and responsibilities.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction to have the following outputs produced by an IEnvA Management Review meeting:
 - a. Outcomes of any requests tabled for consideration to the meeting.
 - b. Actions that need to be taken as a result of the meeting.
 - c. Any relevant strategic changes related to the IEnvA System.
 - d. Time frames applicable to implementation of changes or actions to be completed.

Implemented:

1. Observed any outputs provided by the IEnvA Management Review such as:
 - a. Email feedback (or similar); or



- b. Meeting minutes or meeting report; or
- c. any other evidence of output provided from a Management Review.

END.