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# IEnvA Standards Manual (IESM)

Edition 4.0



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# Record of Revisions

Edition Number	Issue Date	Effective Date
Edition 1	1 June 2014	1 June 2014
Edition 2	1 February 2014	1 February 2014
Edition 3.5	1 October 2017	1 January 2018
Edition 3.6	1 March 2020	1 May 2020
Edition 4	1 April 2021	1 June 2022



# 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.

<b>IESM Ed. 4.0 Revision Details</b>	
<b>Description of Significant Changes</b>	
IESM Edition 4.0 Draft 1 19 November 2021	In-depth review of all Standards, Assessor Actions and new grouping of Standards. For an account off all changes, please contact IATA for full list of changes from IESM Edition 3.6.
IESM Edition 4.0 Draft 2 1 February 2022	
IESM Edition 4.0 Draft 3 1 March 2022	
IESM Edition 4.0 Draft 4 1 April 2022	
IESM Edition 4.0 Draft 5 1 May 2022	
IESM Edition 4.0 Final 1 June 2022	
This Document.	





# 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 an Operator 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 2016 is effective on 1 October 2016).
  - (d) The previous effective IESM remains effective for 6 months from the effective date of the new IESM—dual effectiveness. An Operator 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 Airlines 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 an operator will be expected to be in conformity at the conclusion of an assessment. Standards always contain the word “shall” (e.g. “The Operator shall have a procedure...”) in order to denote that conformance by an operator 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, an operator will develop a Corrective Action Plan (CAP), and then implement corrective action in accordance with the CAP.

Compliance Obligations	A collective term for environmental requirements that the Operator should comply with and include an Operator's Legal Obligations, Other Obligations, and Expectations from Stakeholders and Interested Parties.
Compliance Review	A documented systematic investigation of an Operator's Compliance Obligations that determines compliance or non-compliance.  In IEnvA, an Operator 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 Operator's IEnvA Scope.
Aspects and Impacts	A collective term that describes the causes and effects of the Operator's <ul style="list-style-type: none"> <li>• Environmental Aspects: An Operator's activities, products, and services that can interact with the environment.</li> <li>• Environmental Impacts: The environmental effects of an Operator's activities, products, and services.</li> </ul>
Environmental Policy Statement	A written statement that is endorsed by an Operator's leadership, which outlines the Operator'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 an Operator 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 Operator's IEnvA System.
IEnvA Program	IATA's Environmental Assessment Program, including its documents, processes, procedures, intellectual property, meetings, and business unit.
IEnvA System	An Operator'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 Operator'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 an Operator's IEnvA System.
Management Review	A discussion on IEnvA that is attended by the Operator'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 has to include any relevant and useful information such as:</p> <ul style="list-style-type: none"> <li>• Accountability and responsibilities</li> <li>• Monitoring procedures/instructions</li> <li>• Operational envelope</li> <li>• Monitoring equipment–calibration certificates</li> <li>• Timing and frequency</li> <li>• Any other internal requirements of the Operator</li> </ul> <p>Also known as an S.O.P. (Standard Operating Procedure).</p>
Risks and Opportunities	<p>A collective term that refers to uncertainties that could have an adverse or beneficial effect on the Operator’s IEnvA System or the Operator’s environmental performance.</p>
IEnvA Scope	<p>A documented description of the activities and areas that an Operator’s IEnvA System takes into account for compliance with the IEnvA Standards.</p>
Stakeholders and Interested Parties	<p>An individual, organization or system with an interest or concern in the Operator’s IEnvA System and the Operator’s environmental performance.</p>
Target and Objective	<p>A collective term that refers to measurable way-points, that, if achieved, will result in the Operator</p> <ul style="list-style-type: none"> <li>• achieving some or all of the aspirations provided by its Environmental Policy Statement, or</li> <li>• improving environmental performance in line with the overall sustainability goals provided by the Environmental Policy Statement.</li> </ul>

## Exemptions

The IATA Senior Vice President, Environment and 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 has 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 S1** The Operator’s IEnvA Leadership and senior management shall commit to the implementation and maintenance of IEnvA.

### Assessor Actions

#### Implemented:

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

**LED 1.02 S1** The Operator’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 Operator’s Leadership; or
2. Any other clear evidence that the Operator’s Leadership is willing and able to provide the necessary human and financial resources run the IEnvA System, such as
  - (a) Adequate financial resources for the maintenance of the EMS: a copy of an approved budget or budget allocation; or
  - (b) Human resources: Job description indicating responsibility and accountability for IEnvA.

**LED 1.03** The Operator's IEnvA Leadership shall:

- (a) Demonstrate accountability for the performance of IEnvA.
- (b) Ensure the Environmental Policy Statement is developed and endorsed by the Operator.
- (c) Ensure the IEnvA requirements are integrated into the Operator's existing business processes.
- (d) Allocate sufficient resources for IEnvA.
- (e) Understand and communicate the importance of IEnvA for the Operator.
- (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 Operator's staff and management on ensuring the above are completed.

#### Assessor Actions

Implemented:

Observed or assessed that the IEnvA Leadership is:

1. Accountable for the performance of IEnvA.
2. Able to describe the Operator's Environmental Policy Statement and how it was developed and/or reviewed.
3. Able to identify and describe how Management Plans (operational controls, training, objectives, and targets, etc.) are integrated into existing business processes.
4. Aware of allocated resources, human and financial, and any constraints or future requirements.
5. Able to understand the importance and objective of IEnvA and understand the requirement of continual improvement.
6. Able to describe communications from him/her or other senior management roles and staff on IEnvA.
7. Able to describe accountabilities of achieving important or highly significant environmental objectives.
8. Able to describe interactions with staff, managers and empowerment, rewards, etc. related to the IEnvA or environmental actions in general.
9. Able to understand and describe the interaction with staff to motivate environmental performance and its associated qualities.

**Note:**

*Compliance with this Standard requires that the Operator's IEnvA Leadership is able to demonstrate an adequate overall understanding of IEnvA and how it operates. Compliance, hence, should not be assessed against each subpoint of the Standard, but rather in an assessment of a broader understanding of the Operator's IEnvA System, which can be demonstrated by the Operator's IEnvA Leadership demonstrating an understanding of an adequate number of the subpoints in this Standard.*



**LED 1.04 S1** The Operator 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 the IEnvA Oversight Council meetings.

#### Assessor Actions

##### Documented:

1. Identified documented evidence, ideally in the 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 Operator's IEnvA System.

**LED 1.05 S1** The Operator shall assign a role that is accountable for IEnvA, known as IEnvA Leadership. This role shall:

- (a) Ensure the Operator complies with the IEnvA Standards, and
- (b) Report on the performance of IEnvA and environmental performance of the Operator 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 that is accountable for the Operator'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 Operator's management team and/or CEO.

Remote:

1. The IEnvA accountable leadership participates in the IEnvA Assessment opening meeting; and
2. The IEnvA accountable leadership participated in the IEnvA Assessment closing meeting.

## Section 2—Environmental Policy

**POL 2.01 S1** The Operator shall have an official Environmental Policy Statement.

### Assessor Actions

#### Implemented:

1. Identified an Environmental Policy Statement; or
2. Identified an integrated sustainability policy statement which includes statements required by IEnvA and the environment in general.

**POL 2.02 S1** 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 Operator's commitment to comply with its Environmental Compliance Obligations.

**POL 2.03 S1** 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 Operator'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 Operator may prefer to include a direct mention of a specific commitment to raising its awareness or profile. The Operator 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 S1** The Environmental Policy Statement shall provide context to the Operator's

- (a) Scale of business operations, and
- (b) Chosen Scope of IEnvA, and
- (c) Most significant Environmental Activities, Aspects and Impacts.

## Assessor Actions

## Implemented:

1. Observed information that is contained in the Environmental Policy Statement that indicates where (or, IEnvA Scope summary of) the Operator's Environmental Policy is in effect. Information should be identified for the following:
  - (a) The IEnvA Scope—this would typically be “flight operations and corporate buildings”; and
  - (b) The size or scale of the Operator's operations; and
  - (c) Any particularly significant environmental aspects or impacts that the Operator may have. This Aspect and Impact should ideally be integrated or mentioned in the Environmental Policy Statement.

**POL 2.05 S1** The Environmental Policy Statement shall provide the Operator's environmental positioning, 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 an overall environmental performance improvement.

**Note:**

*All controls and objectives inside the EMS 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 S1** The Environmental Policy Statement shall be clear, concise, and available in the common language used by the Operator 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 S1** The Operator shall communicate its Environmental Policy Statement to its staff and stakeholders under the Operator's direct control.

**Assessor Actions****Documented:**

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

**Implemented:**

1. Observed that the Operator'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 Operator's staff; or
3. Observed that the Operator's Environmental Policy Statement has been/is communicated as part of a staff on-boarding; or
4. Observed any other evidence that the Environmental Policy Statement has been/is being communicated to the Operator'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 S1** The Operator 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 IEnvA manual, to have the Environmental Policy Statement freely available to the public.

Implemented:

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

**POL 2.09 S1** The Operator 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 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 Operator'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 S1** The Operator shall document the IEnvA Scope:

- (a) Activities associated with global commercial flight operations, and
- (b) Activities associated with all corporate offices, facilities and buildings in the country(s) of registered AOC(s), and
- (c) If applicable, Activities associated with all other areas of IEnvA Scope must be documented.

### Assessor Actions

#### Implemented:

##### 1. Flight Operations

- (a) Identified a list of stations into where the Operator conducts its flight operations; or
- (b) Identified a list of aircraft operated by the Operator; or
- (c) Identified any other clear documented information that explains the flight operations activities that are included under the Operator's IEnvA System.

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 Operator's IEnvA System.

and

##### 3. Identified any other information defining the Operator's IEnvA System's scope outside of Flight Operations and Corporate Buildings.

#### Remote:






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

#### **Note:**

*An IEnvA Operator must include the following areas of scope and associated activities into IEnvA as a minimum to achieve the desired IEnvA Registration. Flight Operations and Corporate Buildings is required at all times. Should an IEnvA Operator choose to include MRO, Ground Handling or Catering in the IEnvA Scope, registration on the IEnvA registry would only be possible when all the relevant areas of scope and associated activities have been fully integrated into IEnvA.*

Note:

**IEnvA Scope Requirements**

	<p><b>Flight Operations (Core Scope–Mandatory)</b></p> <p>Global activities to be considered shall include:          Aircraft taxi, take-off, cruise, approach and landing          Cabin operations during flight          Emergency and unforeseen situations related to flight operations</p>
	<p><b>Corporate Buildings (Core Scope–Mandatory)</b></p> <p>Activities at local corporate buildings to be considered shall include:          Facilities Management          Office Activities          Procurement of aircraft and aircraft cabin products as well as products related to facilities management and office activities.</p>
	<p><b>Maintenance Repair and Overhaul (Core+ scope–optional)</b></p> <p>Local activities to be considered shall include:          Engine and APU testing          Component replacement and refurbishment          Use of power tools and hydraulic equipment          Engine parts cleaning and blasting          Parts painting and surface treatment          Aircraft systems and component testing          Use of oils, lubricants and greases          Aircraft decommissioning          Facilities management (if excluded from CORE)          Procurement related to MRO activities</p>
	<p><b>Ground Handling (Core+ scope–optional)</b></p> <p>Local activities to be considered shall include:          Facilities management (if excluded from CORE)          Fueling of aircraft          Baggage loading and unloading          Cargo/Freight loading and unloading          De-icing          Waste-water disposal          Passenger transportation          Aircraft Movement          Procurement related to Ground Handling activities</p>
	<p><b>Catering (Core+ scope–optional)</b></p> <p>Local activities to be considered shall include:          Food preparation          Washing of rotables          Waste management          Transportation/loading and unloading (includes vehicles)          Facilities management (if excluded from CORE)          Procurement related to Catering activities</p>



**CXT 3.02 S1** The Operator 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 Operator's control and where the Operator 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 Operator's country of origin, or the Operator's Flight Operations that is done intentionally to avoid the Operator having to address particular environmental challenges or issues related to the excluded site/scope.

**CXT 3.03 S1** The Operator shall make a summary of its IEnvA Scope freely available to the public.

#### Assessor Actions

#### Documented:

1. A documented procedure or instruction, ideally included in the IEnvA manual, to have a summary of its IEnvA Scope freely available to the public; or
2. A documented procedure or instruction, ideally included in the IEnvA manual, to have a summary of its IEnvA Scope stated (e.g. Flight Operations and Corporate Buildings) in the Operator's Environmental Policy Statement.

#### Implemented:

1. Observed that a summary of the scope of the Operator's IEnvA System is publicly available.

**CXT 3.04 S1** The Operator shall review, and if necessary update, its IEnvA Scope at least once a year.

#### Assessor Actions

#### Documented:

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

#### Implemented:

1. Observed documented Scope for the Operator'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) IEnvA Scope for the Operator's IEnvA System.

**CXT 3.05 S1** The Operator shall document the Aspects and Impacts of its documented activities, products and services.

Assessor Actions

Implemented:

1. Identified documented Environmental Aspects and Impacts that are related to the Scope of IEnvA.

**Note:**

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

**CXT 3.06 S1** The Operator shall document Stakeholders and Interested Parties relevant to the Operators documented Activities, Aspects and Impacts.

Assessor Actions

Implemented:

1. Identified documented Stakeholders and Interested Parties that are related to the Scope of IEnvA.

**Note:**

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

**CXT 3.07 S1** The Operator shall document Risks and Opportunities relevant to the documented Activities, Aspects and Impacts.

Assessor Actions

Implemented:

1. Identified documented Risks and Opportunities that are related to the Scope of IEnvA.

**Note:**

*This may be one register or multiple registers (for each department, building, or functional area, etc.).*

**CXT 3.08 S1** The Operator shall document Internal and External Influences that can affect the Operator's environmental performance, which at a minimum, shall include financial, legal and frequency of occurrence or similar.

## Assessor Actions

## Implemented:

1. Identified documented Internal and External Influences that are related to the Scope of IEnvA.

**Note:**

*Not all parts of the scope will necessarily produce an environmentally relevant influence.*

**CXT 3.09 S1** The Operator shall determine the level of control or influence it has over its significant Activities, Aspects and Impacts.

## Assessor Actions

## Documented:

1. Identified a documented procedure to assess level of control or influence that the Operator has over its significant Environmental Aspects and Impacts.

## Implemented:

1. Demonstrated (by implementation, documentation or interview) that the procedure has been used to rate the level of influence; or
2. Identified documented evidence that all significant Environmental Aspects and Impacts have been rated for influence.

**CXT 3.10 S1** The Operator 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 Operator can influence or control, and
- (c) ensure that items are identified considering Activities, Aspects and Impacts caused or carried out by the Operator itself and on behalf of the Operator, and
- (d) consider planned and new developments, 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 Operator can control and influence; and
2. Identified procedure(s) that consider Environmental Aspects and Impacts and activities that are carried out by the Operator and on behalf of the Operator that are inside the Scope of the Operator'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 Operator'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 Operator can potentially prevent or mitigate adverse environmental impacts during these life cycle stages.*

The Operator is not required to provide any documented evidence of the life-cycle consideration but should be able to demonstrate that it has considered potential environmental impacts that may take place in life-cycle stages where the Operator has adequate control or influence.

<b>CXT 3.11 S1</b> The Operator shall document expectations of its documented Stakeholders and Interested Parties.
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Assessor Actions

Implemented:

1. Identified documented expectations that are related to relevant Stakeholders and Interested Parties.

**Note:**

*Not all stakeholders will necessarily have expectations.*

<b>CXT 3.12 S1</b> The Operator shall identify the expectations of its documented Stakeholders and Interested Parties that it will deem as Compliance Obligations.
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Assessor Actions

Documented:

1. Identified a documented procedure to assess which expectations for Stakeholders and Interested Parties would be considered as Significant.

Implemented:

1. Identified documented information on whether any of the identified Stakeholder Expectations identified will be regarded as Compliance Obligations by the Operator.

**CXT 3.13 S1** The Operator 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
- (e) at least once every year.

Assessor Actions

Documented:

1. Identified a documented instruction, procedure or Operational Control, ideally in the Operator's IEnvA Manual, which requires 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 S1** The Operator shall document its environmental Compliance Obligations associated with its documented Activities, Aspects and Impacts.

### Assessor Actions

#### Implemented:

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

#### **Note:**

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

**CMP 4.02 S1** For all documented Compliance Obligations, the Operator shall:

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

### Assessor Actions

#### Documented:

1. Identified a statement, procedure or an Operational Control, ideally in the IEnvA Manual, that provides information on how the Operator will ensure compliance to the standard, or
2. Identified a statement or procedure, ideally in the IEnvA Manual that provides information on the requirement of the Operator 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 audit of compliance with that obligation); or
2. Observed that each Compliance Obligation has an associated Operational Control (which may be part of an Management Plan) or procedure that ensures compliance with that Compliance Obligation.

**CMP 4.03 S1** The Operator shall review, and if necessary update, its Compliance Obligations at least once a year.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction, ideally included in the IEnvA manual 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; or
3. Observed a meeting agenda (or any other documented plans) that the Compliance Obligations will be discussed/reviewed.

<b>CMP 4.04 S1</b> Compliance reviews shall be conducted at least once a year.
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Assessor Actions

Documented:

1. Identified a documented procedure or instruction that compliance reviews must be conducted at least once a year.

Implemented:

1. Observed that compliance reviews have been conducted within the previous 12 months.

<b>CMP 4.05 S1</b> The Operator shall comply with its environmental monitoring and reporting Compliance Obligations.
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Assessor Actions

Implemented:

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



## Section 5—Significance

**SNF 5.01 S1** The Operator shall identify Significant Activities, Aspects and Impacts, considering the associated:

- (a) Risks and Opportunities, and
- (b) Stakeholders and Interested Parties, and
- (c) Internal and External Influences.

### Assessor Actions

#### Documented:

1. Identified one or more procedure(s) that explain how the Operator assesses the significance of Environmental Activities, Aspects and Impacts; and
2. Identified that the procedure(s) that are used to rate the significance of the Operator's Environmental Aspects and Impacts considers at least the Operator's:
  - (a) Environmental Compliance Obligations; and
  - (b) Environmental Influences (including at least financial, legal and frequency of occurrence); and
  - (c) Environmental Stakeholders and Interested Parties.

#### Implemented:

1. Observed rated Activities, Aspects and Impacts, indicating which Activities, Aspects and Impacts have been identified as Significant for the Operator.

#### Remote:

1. Interview where the application and rating criteria of the significance test is explained.
2. Interview where the Operator explains how financial, legal and frequency of occurrence are considered in the significance test.

**SNF 5.02 S1** The Operator shall include the following criteria to identify Significant Activities, Aspects and Impacts:

- (a) Associated Compliance Obligations, and
- (b) Current or future cost implications, and
- (c) Likelihood of occurrence and consequence, and
- (d) any relevant identified Environmental Influences.

Assessor Actions

Implemented:

1. Identified rating criteria that have been incorporated in the Operator's significance rating procedure that includes at a minimum:
  - (a) Where a compliance obligation is identified, the associated Activity, Aspect, Impact is deemed significant; and
  - (b) Cost implications; and
  - (c) Evaluate the consequence and the likelihood of an event taking place; and
  - (d) Any other relevant Environmental Influences as per the Operator's preference.

<p><b>SNF 5.03 S1</b> The Operator shall review, and if necessary update, its Significance ratings for its Activities, Aspects and Impacts at least once a year.</p>
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Assessor Actions

Documented:

1. Identified a documented procedure or instruction, ideally included in the IEnvA manual to review and/or update the significance ratings at least every 12 months.

Implemented:

1. Observed documented significance ratings that has 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 Operator shall develop and document Management Plans for its:

- (a) Significant Activities, Aspects and Impacts, and
- (b) Environmental Compliance Obligations.

### Assessor Actions

#### Implemented:

1. Identified documented Management Plans for all Significant Activities, Aspects and Impacts.
2. Observed the implementation (development or implementation) of Management Plans.

**EMP 6.02** The Operator's Management Plans shall contain Operational Controls as required.

### Assessor Actions

#### Implemented:

1. Identified that the Operator's Management Plans contain Operational Control where required.
2. Observed evidence of the associated Operational Controls being developed/having been implemented.

**EMP 6.03** The Operator's Operational Controls shall be developed considering:

- (a) the design and development of any associated activities, 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) the communication to prevent or mitigate adverse environmental impacts,
- (f) the communication of roles and responsibilities,
- (g) planned and unplanned events and changes to the associated services and products,
- (h) the integration of the Operational Control 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) the communication to prevent or mitigate adverse environmental impacts,
  - (f) the communication 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 as required.

<b>EMP 6.04</b> The Operator's Management Plans shall contain Targets and Objectives as required.
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Assessor Actions

Implemented:

1. Identified that the Operator's Management Plans contain Targets and objectives where required.
2. Observed evidence of the associated plans to achieve Targets and Objectives being/having been implemented.

<b>EMP 6.05</b> Targets and Objectives contained in Management Plans shall:
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- |                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"><li>(a) ensure improvement of environmental performance, and</li><li>(b) be quantifiable where possible, and</li><li>(c) be achievable, and</li><li>(d) be time-bound.</li></ol> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Assessor Actions****Implemented:**

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

wherever possible.

**EMP 6.06** Targets and Objectives contained in Management Plans shall have associated documented plans or actions with specific detail that are needed to achieve the Targets and Objectives.

**Assessor Actions****Implemented:**

1. Identified documented plans to achieve the developed Targets and Objectives; and
2. 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 (if applicable); and
  - (b) The financial and human resources that are/will be required (if applicable); and
  - (c) Internal responsibilities and any external stakeholders that may influence the outcomes of the plan to reach the Targets and Objectives (if applicable); and
  - (d) The expected timelines/deadlines for reaching the Targets and Objectives (if applicable); and
  - (e) How the monitoring must be done and relevant responsibilities/stakeholders (if applicable); and
  - (f) The integration of the action plan into existing business processes and procedures (if applicable).

**EMP 6.07** The Operator shall review, and if necessary update its Management Plans and its contents at least once a year.

**Assessor Actions****Documented:**

1. Identified a documented procedure or instruction, ideally included in the IEnvA manual to review and/or update Targets and Objectives (as contained in its Environmental Management Plans) at least once a year.

Implemented:

1. Observed documented Targets and Objectives that have been reviewed in the last 12 months; or
2. Observed documented minutes/meeting report/evidence that approves existing (older than 12 months) Targets and Objectives in the last 12 months; or
3. Observed Targets and Objectives that are effective and relevant to the Operator's IEnvA System.

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

- (a) What needs to be monitored.
- (b) The methodology used.
- (c) Indicators or criteria to evaluate acceptable performance.
- (d) The frequency of taking measurements, consolidation or analysis.
- (e) 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 which may include:
  - (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 has to be adhered to;
  - (d) When or how often the monitoring shall take place.or;
2. Interviewed relevant staff that are (identified as) stakeholders in a specific Environmental Management Plan where the staff member demonstrates awareness of:
  - (a) The associated Operational Control;
  - (b) Exactly what is being monitored;
  - (c) The methodology to measure/monitor including any relevant calculation processes;
  - (d) Limits and thresholds that has to be adhered to;
  - (e) When or how often the monitoring, recording and reporting must take place.

**EMP 6.09** The Operator shall ensure that records are available for monitored information associated with its Management Plans.

Assessor Actions

Implemented:

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

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

Assessor Actions

Implemented:

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

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

Assessor Actions

Implemented:

1. Observed the fulfilling of roles and/or responsibilities Management Plan, Operational Controls and Targets and Objectives.





## Section 7—Document Control

**DOC 7.01 S1** The Operator shall have a Program Manual.

### Assessor Actions

#### Implemented:

1. Identified an IEnvA Manual or document that contains or references IEnvA-related information.

**DOC 7.02 S1** The Operator's Program Manual shall include or reference:

- (a) IEnvA Scope and associated activities, and
- (b) Aspects, Impacts, Stakeholders and Interested Parties, Risks and Opportunities, Internal and External Influences, and
- (c) Compliance Obligations, and
- (d) Significant Activities, Aspects and Impacts, and
- (e) Management Plans, and
- (f) All other registers, processes, procedures, controls required by IEnvA Standards, and
- (g) A document control procedure.

### Assessor Actions

#### Implemented:

1. Observed that the Operator's IEnvA Manual contains at least:
  - (a) IEnvA Scope and associated activities, and
  - (b) Environmental Aspects, Impacts, Stakeholders and Interested Parties, Risks and Opportunities, Internal and External Influences, and
  - (c) Compliance Obligations, and
  - (d) Significant Activities, Aspects and Impacts, and
  - (e) Management Plans, and
  - (f) All other registers, processes, procedures, controls required by IEnvA Standards, and
  - (g) A document control procedure.

**DOC 7.03 S1** The Operator shall record and control internal and external documents and records related to IEnvA that ensures that IEnvA and IEnvA related documents, procedures, registers, information and data are:

- (a) available as required, and
- (b) adequately protected, and
- (c) adequately 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 Operator's document control procedure.

## Section 8—Communication

**COM 8.01** The Operator shall keep records of internal and external communications associated with:

- (a) Environment, and
- (b) IEnvA, as required by applicable IEnvA Standards

### Assessor Actions

#### Implemented:

1. Identified records on internal and external communications related to environment and/or the IEnvA System. Implemented.

**COM 8.02** The Operator 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 implementation
- (d) Opportunities for improving environmental performance or the Operator's IEnvA implementation, and
- (e) Emergency response procedures and contact points.

### Assessor Actions

#### Implemented:

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

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

- (a) their responsibilities
- (b) possible consequences of failing to comply with any associated Compliance Obligations, Operational Controls, achieving Targets and Objectives and IEnvA requirements.

Assessor Actions

Implemented:

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

**COM 8.04** The Operator shall have an internal communications procedure for:

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

Assessor Actions

Documented:

1. Identified a documented procedure for internal communications of environment and IEnvA-related matters and Environment in general.

Implemented:

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

**COM 8.05** The Operator'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 Operator'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 Operator shall have an external communications procedure for:

- (a) Information from and to the IEnvA Focal and IEnvA Leadership, and
- (b) Information from and to the assigned roles associated with its Management Plans, and
- (c) Providing general 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 and follow through of the Operator's external communications procedure used for environment/IEnvA-related matters; or
  - (b) Any other evidence of relevant external communication of environment/IEnvA-related matters.

**COM 8.07** The Operator's external 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, and
- (g) Compliance Obligations related to reporting.

## Assessor Actions

### Implemented:

1. Observed that the Operator's external communication 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, and
  - (g) Compliance Obligations related to reporting.

## Section 9—Emergency Response

**EMG 9.01** The Operator shall identify foreseeable emergency and abnormal situations that can cause adverse environmental impacts.

### Assessor Actions

#### Implemented:

1. Identified documented potential emergency situations; or
2. Identified potential emergency situations that are included and documented as part of the Operator's Environmental Activities, Aspects and Impacts.

**EMG 9.02** The Operator shall have emergency response plans to address Activities, Aspects and Impacts that can result from foreseeable emergency and abnormal situations.

### Assessor Actions

#### Implemented:

1. Identified documented emergency procedure(s) for situations emergency situations identified.

**EMG 9.03** The Operator shall respond to environmental emergencies when they occur according to the Operator's emergency response procedures.

### Assessor Actions

#### Implemented:

1. Observed that no environmental emergency occurred; or
2. If an environmental emergency has occurred, identified the documented emergency procedure have been implemented and the relevant documentation/measurements of the emergency.

**EMG 9.04** The Operator shall periodically test its emergency response procedures.

### Assessor Actions

#### Implemented:

1. Observed evidence of any testing of emergency response procedures, related training that took place or review of emergency response procedures.

**EMG 9.05** The Operator 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/or preparedness levels.



## Section 10—Internal Assessment

**IAS 10.01** The Operator shall conduct an IEnvA Internal Assessment.

### Assessor Actions

#### Documented:

1. Identified a documented procedure for an IEnvA Internal Assessment.

#### Implemented:

1. Observed evidence of a completed IEnvA Internal Assessment.

**IAS 10.02** The Operator's IEnvA Internal Assessors shall be:

- (a) Certified IEnvA Internal Assessors, and
- (b) Objective and impartial.

### Assessor Actions

#### Implemented:

1. Observed documented names of IEnvA Internal Assessors that conducted the latest IEnvA Internal Assessment.
2. Observed evidence of IEnvA Internal Assessor Certification for the IEnvA Internal Assessors.

#### Remote:

1. An interview with an IEnvA Internal Assessor on the latest IEnvA Internal Assessment, including any non-compliances that was identified, the corrective actions that were taken and how this information was communicated.

**IAS 10.03** The Operator shall conduct an IEnvA Internal Assessment:

- (a) Prior to an IEnvA External Assessment, or
- (b) At least once every two years.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction, ideally included in the IEnvA manual to conduct an internal assessment on its 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 Operator shall establish root causes for Findings and Observations resulting from an IEnvA Assessment.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction, ideally included in the IEnvA manual to root causes for any non-conformities raised during an IEnvA Internal Assessment.

Implemented:

1. Identified documented root causes of any non-conformities identified.

**IAS 10.05** The Operator shall establish timelines to correct Findings and Observations resulting from an IEnvA Assessment.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction, ideally included in the IEnvA manual to create documented corrective action plans for any non-conformities raised during an IEnvA Internal Assessment.

Implemented:

1. If non-conformities have been identified, observed evidence of corrective actions implemented.

**IAS 10.06** The Operator shall establish timelines to correct Findings and Observations resulting from an IEnvA Assessment taking into consideration the significance of the Finding and Observation.

**Assessor Actions****Documented:**

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

**Implemented:**

1. If non-conformities have been identified, observed evidence of corrective actions implemented.

<b>IAS 10.07</b> The Operator shall address non-conformities with IEnvA Standards when identified outside of an IEnvA Assessment.
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**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 dday to day operations.

<b>IAS 10.08</b> The Operator shall review corrective and preventative action undertaken as part of an IEnvA Internal Assessment.
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**Assessor Actions****Documented:**

1. Identified a documented procedure or instruction, ideally included in the IEnvA manual to review any corrective and preventative actions related to the Operator's IEnvA or environmental performance.

**Implemented:**

1. If corrective action has been required:
  - (a) Observed that the Operator's Corrective Action Plans have been reviewed in the last 12 months; or
  - (b) Observed meeting minutes/report where Corrective Action Plans were discussed/reviewed/approved in the last 12 months; or
  - (c) Observed a meeting agenda (or any documented plans) that indicates that Corrective Action Plans will be discussed/reviewed.



# Section 11—Competency

**CMP 11.01** The Operator shall have competency requirements for:

- (a) persons assigned as the IEnvA Focal and IEnvA Leadership, and
- (b) roles and responsibilities associated with Management Plans, and
- (c) roles and responsibilities associated with emergency response procedures.

## Assessor Actions

### Implemented:

1. Identified documented education, training or experience requirements for any one or more of the staff/roles that can have an influence on the IEnvA System reaching its objectives.

**CMP 11.02** The Operator shall review, and if necessary update, its competency requirements at least once per year.

## Assessor Actions

### Documented:

1. Identified a documented procedure or instruction, ideally included in the IEnvA manual to review the competency requirements at least annually.

### Implemented:

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

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

## Assessor Actions

### Implemented:

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

**CMP 11.04** The Operator shall have plans to ensure to ensure competency requirements are met for those roles where competency requirements are not 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 desired competency levels.

## Section 12—Management Review

**MRV 12.01** The Operator 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, ideally included in the IEnvA manual to have an IEnvA Management Review at least every 12 months.

#### 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 be provided information on:

- (a) Status of action items from the previous meeting,
- (b) Changes to the IEnvA Scope, Activities, Aspects and Impacts, Internal and External Influences and Risks and Opportunities.
- (c) Changes to significant Activities, Aspects and Impacts.
- (d) Performance of Management Plans.
- (e) Results of the latest IEnvA Assessments.
- (f) The adequacy of resources.
- (g) Relevant communications or compliants.
- (h) Opportunities for improving policies, processes or procedures related to IEnvA.

**Assessor Actions****Documented:**

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to have the following information/data/reports provided to the IEnvA Management Review:
  - (a) Status of action items from the previous meeting,
  - (b) Changes to the IEnvA Scope, Activities, Aspects and Impacts, Internal and External Influences and Risks and Opportunities.
  - (c) Changes to significant Activities, Aspects and Impacts.
  - (d) Performance of Management Plans.
  - (e) Results of the latest IEnvA Assessments.
  - (f) The adequacy of resources.
  - (g) Relevant communications or compliants.
  - (h) Opportunities for improving policies, processes or procedures related to IEnvA.

**Implemented:**

1. Observed IEnvA Management Review meeting minutes, meeting report or meeting agenda where IEnvA matters were addressed.

**MRV 12.04** The Operator shall review, and if possible, improve the suitability, adequacy and effectiveness of IEnvA.

**Assessor Actions****Implemented:**

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

**MRV 12.05** The Operator shall ensure that the Management Review provides output for improvement opportunities and other changes to be implemented.



### Assessor Actions

#### Documented:

1. Identified a documented procedure or instruction, ideally included in the IEnvA manual to have the following outputs produced by an IEnvA Management Review meeting:
  - (a) Outcomes of any requests provided to the meeting;
  - (b) Actions that needs to be taken as a result of the meeting;
  - (c) Any relevant strategic changes related to the IEnvA System.

#### 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.



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