

## You're not alone: Citation ISO Certification is by your side

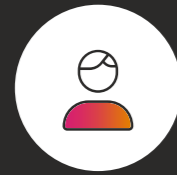
One of the things that sets us apart, is our commitment to stripping away the hassle and making things work for our customers on a day-to-day basis. We don't want to see our manuals sitting on shelves. We believe in simple, practical ways of working to bring reduced costs, improved efficiency and enhanced reputation.

The best part is that even after you've gained certification, we'll continue to support you at every step. We also offer a range of support, training and certification services, to help you:



### Training

Internal audits, management reviews, handling non-conformance and keeping your manual up to date can all seem a bit daunting. Don't worry. We'll help you and your team to manage every aspect of your Quality Management System, in a way that gets the results you need. We offer onsite training, nationwide, throughout the year.



### Support

We can offer support to any organisation with an existing Quality Management System in operation. Our support packages start from £49 per month and include an annual on-site visit, as well as telephone and email support. In short, whatever your question or problem, we're just at the end of the phone.



### Manual Compliance

If you have already drafted your own manual, or used a consultant to draft it on your behalf, we can offer you a FREE desktop review. Subject to passing the review, this process will help you fast track to certification. A compliance audit will need to be arranged to ensure that the manual has been put into action correctly. But providing all goes to plan, we'll present you with your Certificate on the very same day.

## Get in touch

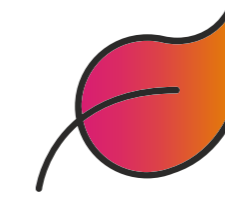
To learn more about our services, just contact us by phone or email. You can also visit our website to get a quote online or chat live with one of our friendly team.

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# Understanding ISO 14001

## Implementing an Environmental Management System



## What is ISO 14001 : 2015?

The ISO 14001 : 2015 Standard sets out what is expected from a 'best practice' Environmental Management System. By meeting the requirements of this Standard, and having gained certification, you'll be able to demonstrate to your customers that you are committed to acting in an environmentally responsible way.

The standard can be used by any organisation, regardless of size or sector. It addresses the environmental aspects of activities, products and services that an organisation can either control or influence from a life cycle perspective, but it does not state specific environmental performance criteria.

This Standard gives you, your staff and your customers reassurance that you are managing your environmental responsibilities in a systematic way. This can then help you to identify cost savings, ensure legislative awareness and compliance and enhance your reputation.

## What does ISO 14001 include?

The ISO 14001 : 2015 Standard covers a wide range of environmental management principles - everything from your approach to environmental audits and measuring your performance, through to communication, labelling and life cycle analysis, as well as environmental challenges such as climate change.

By looking at each of the key principles in turn, reviewing your organisation's performance and then implementing best practice processes, you will be able to reduce costs, improve efficiency and enhance your reputation.

The seven principal elements are:

1

### Support

This is all about practicing what you preach. That means providing the necessary resources to implement all these environmental 'promises' - this might include staffing, training, job specifications, and the way in which you communicate the contents of your Environmental Management System, both internally and externally.

2

### Context of the Organisation

We want your Environmental Management System to be relevant to your organisation and practical for the people responsible for operations.

- a. To start with you need to consider the world in which you operate - that means the external issues such as legal requirements, relevant environmental issues, the availability of new technology and economic issues.
- b. Once you've done this it's time to review any relevant internal issues - that means business and financial objectives, end-of-life requirements for new and existing products and services, work-related activities, resources, the capability of your staff and your organisation's overall culture.
- c. Finally, you need to determine the people and other organisations that might be interested in your environmental performance, or affected by your activities.

3

### Leadership

The next step is ensuring that someone takes a leadership role in this and is prepared to be accountable for making it a success. That means taking personal responsibility for demonstrating ways in which the Environmental Management System is at the core of your business activities and the ways in which you are making sure everyone is working to the same objectives and processes. Ultimately this means developing an Environmental Policy that includes reference to continuous improvement and prevention of pollution, as well as both legal and regulatory compliance.

4

### Operation

Understanding your product life-cycle and the ways in which environmental requirements need to be addressed at each stage, is crucial. This could include guidance relating to environmental best-practice that you offer your customers as consumers of your products.

5

### Planning

Whilst we don't want things to go wrong it's important that you have considered the potential for things to change. This might include emergency or abnormal conditions, environmental risks, the life-cycle of products and services, how you will continue to comply with regulations and legislation as well as how will you identify and continue to monitor these things.

6

### Performance Evaluation

You need to be able to prove that you are not only able to collect evidence that proves your Environmental Management System is working, but that you can assess and evaluate it. This means setting out criteria for measuring performance and achieving targets.

7

### Improvement

You should carry out Management Review Meetings and internal audits so that top management can recommend improvements.



Help create a world where the environment doesn't need protecting.

## How can I get an ISO 14001 : 2015 Environmental Management System to work in my business?

We understand that you've entered into this process because you're aiming for certification. To achieve this you need to be able to prove that you have the correct structure in place to meet the Standard's requirements.

By working with a Citation Consultant, you will be able to achieve certification in less than 45 days. That's regardless of whether you have done this before or not.

We have developed a simple, three stage certification process:

1

Review

We start by visiting your organisation to conduct what's called a 'Gap Analysis'. This will highlight any changes that need to be made so that your policies and procedures meet the requirements of the standard. We will issue a detailed report for you and, with the information we gain on this visit, your ISO 14001 : 2015 compliant manual can be created. One of our expert consultants can do this for you, or you can do it yourself using a Citation template.

2

Implementation

Now it is time to make those changes (if applicable). We offer guidance to help you along the way and provide templates and tutorial videos to support you. We also offer unlimited telephone support, from 9.00am - 5.00pm, Monday to Friday.

3

Certification

In order for you to gain certification an accredited auditor must now visit your Organisation. They'll check that the documented processes in the manual are being followed, and that the necessary changes have been made. Providing all is in place you will be presented with your certification.

### With Citation this process can take less than 30 days

To ensure that your certification remains valid, your manual and processes must be checked on an annual basis. Therefore audits will be carried out around the anniversary of your certification date and during the agreed certification period, by an accredited auditor.