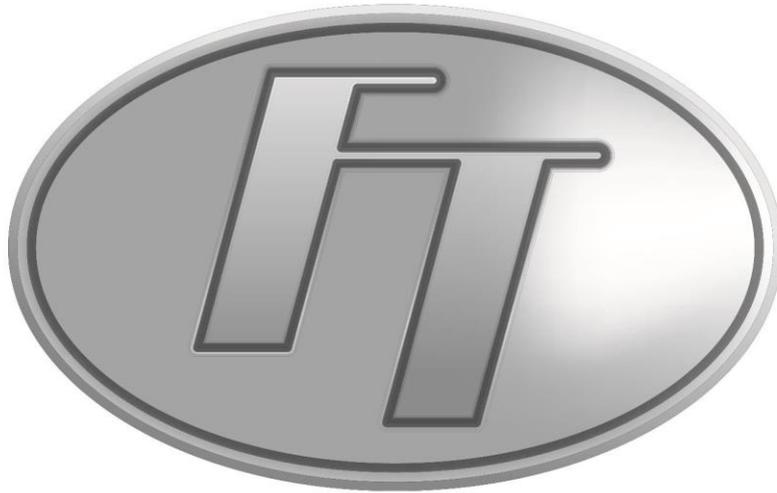


**FASTTRACK MANAGEMENT SERVICES  
LIMITED**

**EMS MANUAL**

**ISO 14001-2004**



***FastTrack***  
Intelligent Recruitment

**SECTION 1**

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## **ENVIRONMENTAL MANAGEMENT MANUAL AND OPERATING PROCEDURES**

The FastTrack Environmental Manual and associated Procedures Manuals have been written and implemented to meet the requirements of BS EN ISO 14001:2004

This Manual is issued on the express terms that it is to be treated as confidential and that it may not be copied, used or disclosed to others for any purpose except as authorised in writing by FastTrack.

**Issue Number: 4**

**Date Issued: 17<sup>th</sup> September 2014**

**SECTION 2**

**SCOPE OF REGISTRATION**

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The Supply of temporary, contract & permanent Personnel

Environmental Management System and Administration of the FastTrack  
Environmental Management System.

**SECTION 3**

**MANUAL ADMINISTRATION**

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This Manual is issued as follows:

<b>Holder</b>	<b>Copy No.</b>
Managing Director	1
Compliance manager	2

Holders of "controlled" copies will be issued with all amendments and be responsible for their maintenance.

This Manual may also be provided to clients or other interested parties, with approval of a Director, as uncontrolled copies, and will be marked accordingly. Uncontrolled manuals will not be kept current.

**SECTION 4**

**ENVIRONMENTAL MANAGEMENT  
SYSTEM MANAGEMENT**

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**4.0 General Requirements**

The Environmental Management System comprises of the organisational structure, responsibilities, procedures, processes and resources required for implementing Environmental Management System management.

The FastTrack Environmental Management System is defined in this Manual and detailed in the Operational Procedures.

These documents are authorised by the Managing Director – Philip Toussaint.

The FastTrack Environmental Management System is designed to ensure that:

- The Environmental Management System defines any environmental impact FastTrack has and where appropriate procedures to reduce this impact.
- FastTrack Environmental Management System will reduce any pollution produced where practically and financially possible.
- FastTrack Environmental Management System ensures that the company will meet and where possible exceed any legal requirements placed on it.
- Through Environmental Management System reviews, audits, corrective actions and continual improvement FastTrack will, set and review objectives and targets to reduce our environmental impact

## 4.2 Environmental Management System Policy Statement

FastTrack is committed to protecting the environment by complying with all relevant UK legislation, meeting national standards relating to the environment and in accordance with best working practices currently in use by the industry. This is an ongoing commitment that requires working procedures to be frequently reviewed and adapted to reflect the continual changes that are taking place in the industry to ensure the company is at the forefront of the changes with regards to environmental protection. These policies and procedures will apply to any operations carried out by or for the organisation.

The company uses the word environment to cover the natural environment and ecosystems as well as the built environment and the effect the company's operations can have on people's lives and heritage. This pledge to environmental protection is further extended to protect the health & safety of employees and the public in general so that the company's impact on people's environment is beneficial and not harmful.

To achieve these objectives the company will:-

- Fully comply with current legislation, our own company operating procedures and/or clients' operating procedures to ensure the highest standards are obtained. The company is not satisfied with merely satisfying minimum legal requirements but will be proactive with its clients in setting and achieving higher standards when practicable.
- Ensure all staff and operatives are aware of environmental issues and the procedures they must follow where appropriate. This awareness training will be encouraged at all levels.
- Minimising the impact of the company's activities by adopting the best practices that are available at the time. This policy will be applied to all aspects of the company's activities including transport selection and use, energy efficiency, re-use and recycling options, waste minimisation and pollution avoidance.

The environmental performance of the company is to be monitored and will be reviewed annually by the SHE Manager. Objectives will be set and the monitoring and review is to ensure the company is achieving these objectives. This review will also take into account changes in legislation, advances in technological knowledge and changes in industrial practice, and if required, the company's objectives will be re-set taking into account these changes.

The company is aware of ISO 14000 series and will adopt the philosophy detailed in these standards in its operations.

Philip Toussaint  
Managing Director

**17<sup>th</sup> September 2014**

## **4.3 Planning**

### **4.3.1 Environmental Aspects**

FastTrack will, through regular planning meetings identify areas that may improve any environmental impact resulting from FastTrack business. Meetings will be held quarterly and will form part of the management review. We will also endeavour to reduce our carbon footprint through our purchasing policy and use of energy, transport buying and useage policy.

### **4.3.2 Legal and other requirements.**

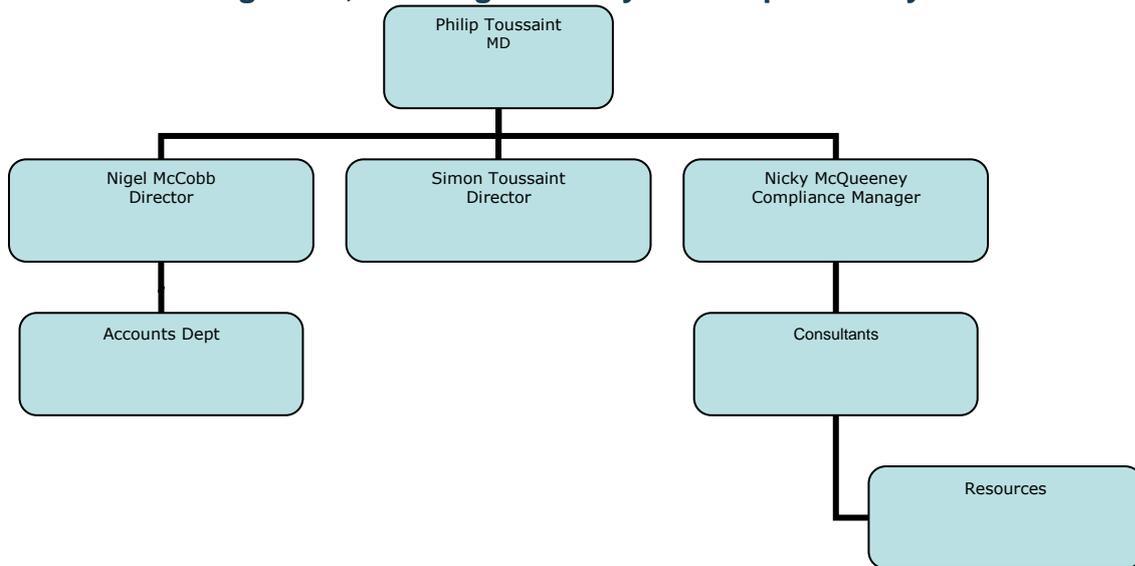
FastTrack will ensure that all operations in the business work within any legal guidelines laid down. Where statutory requirements are made on FastTrack we will ensure full compliance, this will be monitored via the auditing process and monitored by the SHEQ manager.

### **4.3.3 Objectives, targets and programmes**

Targets will be set to maintain and where possible reduce any environmental impact Fast Track may have. These targets will be reviewed within the management review meetings and actioned where required. They will include reducing paper waste and where possible recycling. Purchasing carbon low products and services, including a review of electrical & gas consumption and providers. An environmental impact plan will be drawn from the management review and where required responsibilities designated. This plan will show all planned areas of improvement, targets and achievements. This will be an open plan reviewed within management meetings and information cascaded to staff as required.

## 4.4 Implementation and Operation

### 4.4.1 Org chart, showing authority and responsibility



### 4.4.2 Competence, Training and Awareness

The SHEQ Manager will maintain records of all personnel development reviews and records of training, whether carried out in-house or externally. It is the responsibility of the Directors and their team to assess all personnel and ensure that skills and tasks are adequately matched.

It is the responsibility of the SHEQ Manager to ensure that all employees (both new and existing) are aware of the FastTrack commitment to providing as minimal environmental impact as possible. All staff are made aware of the Environmental Management System Policy and appropriate Operational Procedures.

Training will be carried out upon identification of new techniques, skill requirements or implementation of new procedures, to enable employees to carry out their tasks so that services continue to be in line with the standards laid down by the Company.

### 4.4.3 Communication

Communications within FastTrack will emanate from director & management meetings held to ensure targets are set and achieved. Information will be cascaded to staff to ensure they are aware of the companies and their own responsibilities and targets regarding the Environmental Management System.

### 4.4.4 Documentation.

Documentation will be controlled by the ISO 9001-2000 management system. They will be made available to all staff and where required exterior bodies.

#### **4.4.5 Document control**

These procedures are described in the quality manual and will ensure that:

All documents are reviewed and approved by authorised personnel, prior to issue. The correct issues of appropriate documents are available where operations essential to the effective functioning of the EMS System are performed. Obsolete documents are promptly removed from all points of issue or use (where applicable) and shredded for recycling, if retained for reference purposes they must be clearly identified as such. Proposed changes to internal documents are circulated to all relevant personnel affected by the change, discussed and agreed.

The SHEQ Manager is responsible for maintaining a master list of Environmental Management System Documentation, showing the current revision state, in order to prevent the use of non-applicable documents. The Compliance Manager is also responsible for the control of all Environmental Management System procedures and where possible the implementation of new processes to reduce any environmental impact. The review and attainment of targets set within the management review and in the EMS target plan.

#### **4.4.6 Operational control**

FastTrack is an IT dependant service based company that has a low environmental impact. Areas of improvement will include recycling waste, printer cartridges and equipment. Reducing the carbon footprint and power usage and where possible purchasing goods and services from low carbon impact companies. Where possible interviews will be carried out by phone to maintain low carbon & environmental impact. Site visits will be coordinated to ensure any environmental impact is reduced by using public transport where practical.

#### **4.4.7 Emergency Preparedness**

Fast Track can not envisage any operation carried out that could adversely effect the environment other than fire or heating system failure. As these are areas of specific expertise only specialists will be called in to alleviate such emergencies.

## **4.5 Checking**

### **4.5.1 Monitoring & Measuring**

Targets set within the EMS will be reviewed within the management review. The review will also look at areas of non conformance or failures to meet EMS procedures or targets.

### **4.5.2 Evaluation of Compliance**

Non conformances will be reviewed and where required responsibilities established. Where there is an impact on the Environmental Management System actions will be instituted and specific staff designated to carry out any corrective or preventative actions.

### **4.5.3 Nonconformity, corrective and preventive action.**

All actions that fail to meet the Environmental Management System will be monitored and reviewed within the management review. Where targets are effected they will be reassigned and actions taken to reaffirm and achieve the targets.

### **4.5.4 Control of Records**

Records will be controlled via the ISO 9001-2000 management system and reviewed in the management review.

### **4.5.5 Environmental Management System Audits**

An Audit Plan will be raised to ensure that the areas to be audited, and the time the audit is due, are defined in advance. Processes will be measured through internal and external auditing, customer feedback and action requests. Monitoring will be through audit summaries, action requests, and management reviews and client meetings.

## 4.6 Management Review

The Environmental Management System, which includes the requirements of BS EN ISO 9001:2000, is reviewed by the Managing Director and key members of staff, at least four times per year, to ensure its continuing suitability and effectiveness.

Management Review Meetings will be chaired by the SHEQ Manager, and attended by relevant staff of FastTrack as appropriate.

The Management Review Meeting will be recorded, and will cover the following Agenda items:

- Matters Arising From Minutes of Previous Meeting
- Internal & External Audit Results
- Status of complaints, preventive and corrective action
- Environmental performance of the organisation
- Achievement of targets & objectives
- Review The Effectiveness Of The Environmental Management System
- Availability and use of resources
- Improvements

## Appendix 1

### Environmental Targets

#### Stationery usage

Reduce paper use by 5% before December 2015

#### Reduce energy usage

Reduce cost of energy by 5% before December 2015

#### Recycling

Raise use of recycled materials by 5% before December 2015

#### Waste Reduction

Recycle 5% of waste before December 2015

#### Green travel plan

Reduce carbon by 5% before December 2015

Reduce travel by 10% before December 2015

## Appendix 2

### Environmental Planning

#### Stationery usage

Review the use of paper and printing products and set a target to reduce them. Investigate the use of specific printing of documents and password control of others.

Ensure emails are used in place of notes and messages.

Control access to printing and copying paper.

#### Reduce energy usage

Turn off any equipment when not in use.

Ensure desk tops are shut down at night.

Ensure all equipment is turned off at night.

When replacing equipment opt for low energy where possible.

Review the use of motion / heat detectors for lighting.

Review the heating settings and where possible reduce.

#### Recycling

Recycle printer cartridges.

Collect used paper for recycling.

Review the use of recycled paper.

Where possible send used and/or unwanted furniture and equipment to recycle centres.

Purchase recycled products where possible.

#### Waste Reduction

Recycle paper and organic materials.

#### Carbon footprint

Review energy supplier and approach zero carbon supplier.

Review vehicle purchasing policy.

Reduce vehicle travel using public transport where possible.

Set up tele or video conferencing where possible to avoid travel.

#### Environmental Targets

Review targets and amend annually

### Appendix 3

Regulation	Duty on FastTrack Management Services Ltd	Compliance to Legal Requirement
<b>Collection and Disposal of Waste Regulations 1988</b>	Provides definitions of controlled waste (household, industrial and commercial). Licence required for equipment used for dealing with controlled waste.	Managers to be aware of categories and license obtained.
<b>Control of Pollution (Amendment) Act 1989</b>	Transportation of controlled waste in the course of business or profit without registration is an offence. Carriers of controlled waste must be licensed.	Only use of authorised carriers. Obtain a copy of a current carrier's certificate and ensure it is for the type of waste given prior to handing over waste.
<b>Waste (England &amp; Wales) Regulations 2011</b>	Requires business to apply the waste management hierarchy (prevention, preparing for re-use, recycling, other recovery, and disposal). Introducing a two tier system for waste carrier and broker registration and excludes some categories from waste controls.	All waste is segregated into its appropriate waste streams. The waste hierarchy is applied to all waste recovery, recycling and disposal, reducing disposable waste to the minimum amount possible.  Only use of authorised carriers. Obtain a copy of a current carrier's valid certificate
<b>Environmental Protection (Duty of Care) Regulations 1991</b>	Organisations must use approved carriers and keep Controlled Waste Transfer Notes to describe all consignments of waste for disposal. The transfer note must identify the waste in question and state its quantity, how it is stored, the time and place of transfer, the name and address of the transferor and the transferee, whether the transferor is the producer or importer of the waste, which (if any) authorised transport purpose applies, in which category of person the transferor and the transferee are and certain additional information. transfer note identifies the waste to which it relates by reference to the appropriate codes in the European Waste Catalogue list of wastes	Retain correct legal documents of all waste transferred for disposal. Ensure the waste produced is documented accurately and is correctly packaged. The waste must be handed over to a registered carrier who has a current certificate.
<b>Environmental Protection Act 1990 (Part II)</b>	Organisations have a duty to prevent the illegal storage or disposal of waste by its own staff or its contractors, prevent the escape of its waste, transfer waste only to an authorised contractor and provide a	Only use of authorised carriers. Obtain a copy of a current carrier's certificate and ensure it is for the type of waste given prior to handing

	written description of the waste.	over waste.
<b>Waste Electrical &amp; Electronic Equipment Regulations 2006 (as amended)</b>	<p>Waste Electrical and Electronic Equipment (WEEE) is the fastest growing element in the municipal waste stream. There are many hazardous substances used in IT equipment including lead, cadmium, mercury, bromine compounds and arsenic. The categories of waste covered include IT &amp; communications equipment, lighting equipment, consumer equipment, electrical and electronic tools.</p> <p>Disposal poses a real threat of pollution to our water, air and land. The EC has issued the WEEE Directive that aims to reduce the waste arising from electrical and electronic equipment implemented by the Waste Electrical &amp; Electronic Equipment Regulations 2006 (as amended).</p>	<p>The WEEE Directive sets targets that 75% of IT equipment must be recycled and materials such as CRT's, LCD displays, printed circuit boards, batteries and flame retardant plastics be pre-treated before disposal.</p> <p>Consideration to be given when such items are being purchased to ensure their limitation. The equipment is to be disposed of at the correct approved authorised treatment facilities and not mixed with other waste. Also, where possible, try to minimise or avoid using equipment containing materials as outlined in this directive.</p>
<b>Water Industry Act 1991</b>	<p>It is an offence to discharge anything to the sewer, which is dangerous to persons working in the sewer, likely to damage the sewer, or impair the working of the sewage treatment plant. It is an offence to discharge a trade effluent to sewer without a trade effluent consent.</p>	<p>Polluting materials not to be discharged to foul sewer. Sources of potential pollution are to be located as far away as possible from sewers. Provide spill kits on site. If discharge is going to be unavoidable then obtain an appropriate discharge licence and set up monitoring to ensure discharge is within the consent limits at all times.</p>
<b>Water Supply (Water Fittings) Regulations 1999</b>	<p>Prohibits the owner / occupier to allow water fittings to be installed, connected, arranged, used or to remain in disrepair so as to cause contamination, wasting or misuse of water</p>	<p>Check to ensure all water supplies are in good repair condition and that water is being used sensibly with no wastes as a result of improper and/or poorly maintained water fittings.</p>
<b>Road Traffic (Vehicle Emissions) (Fixed Penalty) Regulations 2002</b>	<p>To comply with these regulations petrol engine vehicles will need to meet certain defined standards. Vehicle Inspectorate can, in conjunction with the police make checks on vehicle safety and emissions. Motorists found with polluting vehicles are liable to prosecution</p>	<p>Effective maintenance should ensure adequate control of exhaust emissions. All vehicles should be maintained to manufacturer's specifications and, where appropriate, MOT tests are carried out. This will normally ensure that the emission standards are met. However, any significant</p>

		visible emissions should be investigated and action taken where necessary.
<b>Environmental Protection (Controls on Ozone-Depleting Substances) Regulations 2002</b>	The Regulations require that anyone with control over Ozone Depleting Substances (ODS) specified shall recover them if practicable for recycle, re-use or destruction. Practicable actions must be taken to prevent the escape of ODS's.	Facilities management must ensure that air conditioning, refrigerator, etc. maintenance contractors dispose of ODS's as required by the Regulations and check systems for leaks. Staff should be familiar with legislation. Alternative refrigerants to HCFC's and HFC's are to be used. All waste containing the substances to be disposed of as hazardous waste.