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Certificate II in Business Services (BSB20115)

Participate in environmentally sustainable work practices

Part 1
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BSBSUS201 Participate in environmentally sustainable work practices
Part 1
Contents

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Outcomes

By completing this unit, students are working towards achieving the following outcomes.

You have the opportunity to learn:

• What an environment workplace analysis is
• What is the meaning of environmental aspect and impacts
• About waste management, energy use and water conservation
• What environmental record keeping is
• What the methods used for record keeping are
• Why environmental reporting is so important
• What role ISO 14001 plays in environmental record keeping and reporting
INTRODUCTION

Businesses use many types of resources. Resource use can lead to generation of waste, which may in itself be hazardous to employees, other people and the environment. It is therefore important for businesses to reduce waste and avoid overuse of resources. This can also save money.

Environmental hazards will vary from workplace to workplace and that is why a hazard/risk assessment is necessary in every individual workplace.

We will briefly outline the various needs for record keeping and reporting relating to environment policies, regulations and incidents.

To make successful environmental changes in any operation, there is a need to know where you are, where you want to be, and how to get there. To do this, you need to keep accurate records.

Record keeping should a simple, easily implemented, and cost effective management tool. Complete, well-organised records can help ensure proper implementation, management and maintenance of environmental policies, procedures and equipment and can aid in determining areas of concern and improvement.

Reporting on environmental issues is generally required by various statutory agencies especially relating to industrial trade waste agreements, environmental health and safety and environmental incidents and events.

WORKPLACE ENVIRONMENTAL ANALYSIS

To identifying any potential or existing environmental hazards and risks, a site inspection is normally required. An internal team given the responsibility of maintaining regular monitoring of environmental hazards can perform these inspections. This team may also be the Occupational Health and Safety Team. An outside consultant whose role would be to identify risk areas and report them to the company management for action can also perform the inspection.

There are many companies that use both an outside consultant as well as their own internal team, which would ensure regular inspections.

Despite whoever does the inspection, the process should reveal the following factors:

- What the current environmental hazards are
- What the potential environmental hazards are
- Is there any action needed immediately
- What future action is needed and who will be responsible
- Timeframes for each action to be completed

You will generally find that ongoing and regular site inspections are a key component of most Environmental Management Systems (EMS).

Techniques used to perform an environmental site analysis vary from workplace to workplace. Most techniques or steps are part of a fully implemented EMS. In broad terms the process would include:

- A listing of all areas within the workplace that could be deemed to be part of the published environmental policy of the business. This listing would include the operations, or processes of each area that has an impact or a potential impact on the environment.
- As part of the analysis process the staff working within each area would be involved. Their knowledge of the operations would be invaluable, as would their ideas or suggestions.
- The analysis would result in a comprehensive and detailed list of environmental impacts, both current and potential.
- Compare the current operations with industry standards and outline where improvements or changes are necessary to eliminate or reduce environmental impacts.

When performing an environmental review, it is important that the person(s) have the technical knowledge to properly assess an operation or process that poses an environmental risk. This is when an outside consultant may be necessary.
ACTIVITY ONE

Why is it important that the employees of the organisation be involved in the site analysis?

______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________

Can just anyone do an environmental site analysis and why?

______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________

As a review, what is an EMS?

______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
ENVIRONMENTAL ASPECTS AND IMPACTS

In much of the previous narrative in this module you will have noticed the terms ‘Environmental Aspects’ and ‘Environmental Impacts’. Following is the meaning of each.

**Environmental Aspects** – An element of an organisation’s activities, products or services that can interact with the environment.

Aspects could include:
- Waste generation
- Noise
- Dust
- Energy consumption
- Materials used in the operation
- Material storage
- Transportation of materials and products

**Environmental Impacts** – This is where a person or business as a result of any activities, processes or products of the person or business has caused a discernable change to the environment. These changes can include air and water quality changes, land contamination, detrimental effects to bird and wildlife, employee health and safety, community health and safety and the many combinations or interrelationships of each.

Environmental impacts can be caused also by:
- Use of raw materials
- Use of natural resources
- Accidents such as fire, explosion and spillage of hazardous chemicals or materials

The International Standard ISO 14001 requires that a business do regular aspects and impacts reviews and document those reviews.

There are many ways to document environmental aspects and impacts each basically determined by the type and size of the company.

Generally the document would be a listing of the operations and processes of the company and each would be analysed against a series of environmental aspects and impacts.
Here is a basic sample of an analysis. In many cases it would have more details and be expanded to include more activities. As an example ‘Office Operations’ could be expanded to include photocopying, filing systems, printer use, staff kitchen and amenities and so on.

<table>
<thead>
<tr>
<th>Business Activity</th>
<th>Environmental Aspect of Activities</th>
<th>Environmental Impact of Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Operations</td>
<td>Consumption of goods and materials</td>
<td>Consuming natural resources—trees, water, etc.</td>
</tr>
<tr>
<td></td>
<td>Energy consumption</td>
<td>Consuming natural resources, greenhouse effects, air pollution, loss of habitat</td>
</tr>
<tr>
<td></td>
<td>Waste</td>
<td>Filling of landfills and contributing to habitat loss</td>
</tr>
<tr>
<td>Building Heating/Cooling</td>
<td>Energy consumption</td>
<td>Consuming natural resources, greenhouse effects, air pollution, loss of habitat</td>
</tr>
<tr>
<td></td>
<td>Noise from cooling/heating units</td>
<td>Community issues, habitat issues</td>
</tr>
<tr>
<td>Manufacturing Activities</td>
<td>Consumption of goods and materials</td>
<td>Consuming natural resources</td>
</tr>
<tr>
<td></td>
<td>Energy consumption</td>
<td>Consuming natural resources, greenhouse effects, air pollution, loss of habitat</td>
</tr>
<tr>
<td></td>
<td>Hazardous materials</td>
<td>Land, water and air pollution, human and animal health issues</td>
</tr>
<tr>
<td></td>
<td>Waste</td>
<td>Filling of landfills and contributing to habitat loss, water source contamination</td>
</tr>
<tr>
<td>Transportation, Shipping, Deliveries</td>
<td>Exhaust emissions</td>
<td>Air pollution, health issues</td>
</tr>
<tr>
<td></td>
<td>Contributing to traffic</td>
<td>Community issues, damaging habitat</td>
</tr>
<tr>
<td></td>
<td>Contributing to noise</td>
<td>Community issues, damaging habitat</td>
</tr>
<tr>
<td></td>
<td>Consuming energy and fuels</td>
<td>Consuming natural resources</td>
</tr>
</tbody>
</table>
ACTIVITY TWO

Tell us whether the following is an environmental aspect or an environmental impact.

Cross out the INCORRECT answer

- Dust from a timber mill: Aspect / Impact
- Fuel storage tanks: Aspect / Impact
- Drilling for oil: Aspect / Impact
- Noise from a printing press: Aspect / Impact
- Chemical spillage: Aspect / Impact
- Industrial fire: Aspect / Impact
WASTE

Waste can be a symptom of an inefficient process. Waste is material and supplies that are paid for and subsequently rendered useless. Waste is costly. Businesses pay to collect and haul away waste. Getting more use out of material and supplies reduces both waste and cost. Businesses lease or build office and storage space to store materials and supplies. If less materials and supplies are needed, less storage space is needed and cost is reduced. Reducing waste increases profit.

Reducing waste reduces needless consumption. Reducing needless consumption preserves renewable and non-renewable resources. Reducing waste conserves energy and reduces air, soil, and water contamination from needless production of goods and from fossil fuel powered transportation that delivers needless goods and hauls them away as waste. Reducing waste reduces the use of landfills.

Customers, the public, and their own employees regard businesses that reduce waste more favourably. Businesses that reduce waste motivate people and other businesses to do the same.

Waste comes in many forms:

• Solid – paper, building materials, plastics
• Liquid – water, sewage, liquid compounds from manufacturing processes
• Hazardous waste – chemicals, gases, liquids and solids needing special handling

Following are some ways of reducing waste in the office environment:

• Get management support for waste reduction efforts at the office.
• Ask employees to take a waste reduction pledge.
• Email memos and documents as attachments instead of printing
• Share publications in the office and promote cancellation of duplicate subscriptions.
• Make double-sided computer printouts and copies.
• Use narrow margins, single-spacing, and smaller fonts to reduce paper usage.
• Review drafts on the computer rather than printing them out.
• Reuse old paper for notepads. It can be cut to custom sizes and bound with a staple.
• Use direct deposit for your pay
• Refill toner cartridges.
• Save electronic files rather than hard copy of documents
• Make sure the selections on your printer/copier are correct before each use. Clear copier after use.
• Eliminate trash bins in individual offices and put one in central area. This encourages recycling.
• Make sure that everyone has their own clearly marked paper recycling containers.
• Make used paper available for employees with kids, or take it to a local church or school.
• Load a laser printer tray with one-sided paper for printing drafts on blank side.
• For a longer, more productive life, have all equipment serviced as suggested in their manuals.
• Remove names from unnecessary mailing lists and look for duplicate mailings to eliminate.
• Use reversible envelopes that customers can use to send in their payments.
• Avoid unnecessary printing by emailing documents directly from your computer.
• Eliminate rubbish bag liners in rubbish cans where no wet rubbish is disposed of.
OFFICE SUPPLIES AND EQUIPMENT

- Purchase laser printers with double-sided printing capabilities.
- Purchase long-life goods that are easy to repair.
- Prevent overstocking supplies that may become outdated.
- Buy office supplies in bulk rather than individual packages.
- Rotate supply stock, using oldest first.
- Section off an area for reusable office supplies in the supply room.
- Rent seldom used equipment.
- Use reusable inter- and intra-office envelopes.
- Use rechargeable batteries.
- Reuse old file folders.
- Use recycled copy paper
- Use lighter weight paper.
- Buy used office furniture.
- Encourage suppliers to ship materials in returnable containers.
- Save and reuse foam popcorn, bubble wrap and boxes.
- Use shredded paper for packing material.
- Request goods with less packaging.
- Reuse wood or plastic pallets.
- Repair pallets.

RECYCLING

Recycling is an important part of an integrated office waste management plan. It is estimated that 90% of all office waste by weight is paper. If the business or office generates waste paper, then it should set up an office recycling program.

Up to 77% of the solid waste generated in a commercial building can be recycled. This portion is made up of reams of discarded computer printouts, white and coloured stationery, notepaper, copier paper, outdated information, brochures and reports.

An office paper recycle program can reduce disposal costs and add to a company’s bottom line. Office paper adds up quickly given that the average office worker throws away at least a half a kilo of high-grade recyclable paper each day.

Small companies can still recycle office wastes. In many cases, businesses can combine efforts with other businesses located in the same building or even area. Companies can also deliver paper and other recyclable materials to the recycling centres.
WASTE AUDIT

Before a company installs recycling bins and has office wastes picked up, it should start by obtaining as much information as possible about the type and volume of paper your office generates on a monthly or weekly basis.

The questions in the Waste Audit will give an overview of the company's waste disposal needs. The office can refer back to waste audit report when ready to start designing the waste and recycling program. The audit will also help the office give information to a service provider who will pick up the recyclables.

Doing a waste audit takes the following steps:

Visual Survey - Look through a random sample of existing rubbish bins in the office areas and list the most common types of paper found. Be sure to check different areas to compare the types of waste generated at a clerical or computer area versus a manager's office.

Type of Waste - The visual survey will reveal the different types of paper and recyclable materials that will be recycled. When determining the types of waste, also consider the disposal of confidential materials. Destruction of paper often yields large quantities of recyclable paper and a few recycling companies have separate certified services for dealing with confidential shredding and recycling of such waste paper.

Depending on the recycling collector, the office can consider extending collection to other types of waste including: corrugated cardboard, aluminium beverage cans, glass bottles and containers, and certain plastic bottles.

"Special Concerns" - When looking for a recycling company to pick up the materials, the office manager should have a good idea about the type of program they would like. It's important to have an idea of the frequency of pick-ups the office will require. It's also important to note if the office does annual or monthly purges of files and records, since this could dramatically change the volume collected.

Confidential Document Destruction - If the company is currently having its confidential materials destroyed, it may be possible to integrate these services with the office paper-recycling program. Destruction companies should provide legal certification that the documents have been accurately shredded.

Many companies choose to recycle materials that are semi-confidential as a safer alternative to throwing them into the trash since the materials are destroyed in the recycling process. The semi-confidential materials can be safely kept in your office or building until the recycling company picks them up.
MANAGING RECYCLING

To run an effective office recycling program, the office should have a program coordinator, and depending on the size of the company, a few monitors. The coordinator should have a commitment to recycling, organisational experience, and good communication skills. The program monitors should have a good rapport with the staff and a thorough understanding of how the program works.

Depending on the size of the office or company, the coordinator will spend anywhere from a day or two to a couple of weeks getting a recycling program off the ground. After the program has started, the coordinator will need no more than a few hours each month to monitor the program.

Generally, the coordinator is responsible for selecting a recycling collector, developing the collection system, getting the employees involved, and tracking the progress of the program. It is very important that the coordinator tries to involve as many employees as possible in the planning stage. A memo soliciting ideas for recycling from employees helps gather support and interest.

Monitors are responsible for making sure the containers are relatively free of non-recyclable trash, notifying the coordinator if a container overflows, and encouraging employees to participate in the program. One monitor for each company division or floor, or for every 25-50 employees, is considered optimal.
ACTIVITY THREE

Recycling has proven to be one of the key methods in reducing waste especially to solid waste landfills.

Recyclable plastic containers have symbols on the bottom of each. How many symbols are there, what are they and what do they apply to?

(Note, a Google search will find this answer. Try searching Google Images to find a chart of Plastic Recycling. Please call your teacher if you need any help)
ENERGY

Saving energy in an office or business environment begins with creating an energy saving business culture. This begins with the development and implementation of an energy management policy for the business. The staff need to know the benefits of energy efficiency in the office. It is important to gain the support and participation of staff to ensure that energy saving policies and practices are adhered to.

Saving energy in an office is good for the environment. Most energy is created using various natural resources such as fossil fuels.

This is a natural resource that is being depleted at a rapid pace. Using less energy reduces the pressure on our natural resources.

The burning of fossil fuels creates carbon dioxide gases and this contributes to the worldwide problem of the 'greenhouse effect' and 'global warming'. Using less energy lessens the effects of the 'greenhouse effect' and 'global warming'.

There are many areas of an office environment where energy can be saved including the following:

- Office Equipment
- Lighting
- Cooling and Heating
- Staff Amenities (staff rooms/kitchens/toilets)

Here are some general tips on ways to save energy in the office.

OFFICE EQUIPMENT

- Simply turn off computers and other office equipment when not in use, especially after hours, weekends and holidays.
- Switch off equipment at the power point when the equipment is not being used for a long periods of time. Most equipment can still use power when switched off at the unit but the power point is still alive.
- Make sure the computer; photocopier; printer and fax machine has the ‘ENERGY STAR’ power management feature enabled.
- Choose the right computer. Portable or laptop computers use less energy than most desktop models. Generally ink jet printers use far less energy per page than laser printers.
- Use double-sided photocopying and printing - this saves paper costs as well as the energy needed to make the paper.
- Photocopy in large batches - this saves energy when going in and out of standby mode and decreases the time the copier spends in high-powered mode. Energy is used when a photocopy sits idle while warming up.
LIGHTING

• Switch off lights that are not needed. Train staff by displaying reminder signs to remind staff to turn off lights when leaving an unoccupied room/office area.
• Install energy-efficient lighting. Use slightly lower wattage globes, especially in down lights and spotlights.
• Install lighting timer controls or daylight or movement sensors, which switch off lights automatically.
• Investigate using daylight sensors that work simultaneously with a dimming system so that enough light is available when actually needed.
• Modern dimmer controls reduce light output and can also extend lamp life.
• Use desk lamps or standard lamps where most light is needed. This will lessen the need to light an entire room.
• Dark coloured walls absorb light, increasing the amount of lighting needed. Use lighter colours on walls.
• Fluorescent lights use much less energy than standard lighting globes yet give off the same amount of light.
• Keep light fixtures and globes clean so the maximum lighting effect is always available.
• Avoid coloured lighting fixtures as these cut the amount of light thus requiring higher wattage globes.

COOLING AND HEATING

• Use ceiling fans or portable fans to improve comfort levels, even in air-conditioned rooms. These fans use very little energy and improve the heating/cooling system efficiency.
• Avoid cooling or heating rooms or areas that are not required.
• Turn down or off heating/cooling appliance or systems during long periods of inoccupation.

STAFF AMENITIES

• Cut down on hot water usage. Electric water heaters use high amounts of energy. Turn the hot water system off if not needed for extended periods of time.
• Turn down the hot water thermostat to 55°C and experience savings in energy costs.
• Insulate hot water pipes so heat is not lost.
• Repair dripping hot water taps in the staff kitchen and toilets.
• Use an energy efficient dishwasher.
• A refrigerator uses a fair amount of energy. Use the smallest size that the office needs and choose an energy efficient model.
ENERGY RATINGS

In 1992 the US Environmental Protection Agency (EPA) introduced ENERGY STAR as a voluntary labelling program designed to identify and promote energy-efficient products to reduce greenhouse gas emissions. Computers and monitors were the first labelled products. Through 1995, EPA expanded the label to additional office equipment products and residential heating and cooling equipment. Many countries around the world including Australia have now adopted the ENERGY STAR rating system.

The ENERGY STAR label is now on major appliances, office equipment, lighting, home electronics, and more. The label allows the buyer and user to quickly learn the energy efficiency of the equipment as well as the estimated energy consumption based on tests.

The Australian Commonwealth, State and Territory agencies have established the National ENERGY STAR Program. This program utilises a range of promotional and policy activities to encourage businesses to use and purchase of ENERGY STAR products. It also creates a strong incentive for manufacturers to design more energy efficient products.
ACTIVITY FOUR

Find TWO different types of lighting globes that could be used in an office environment. You may find them at home, school or at your workplace. Written on each type of globe you will find the amount of energy it uses in Watts.

For example

Rate each globe from the least amount, to the most amount of energy used. State what each type of globe would be used for e.g. room lighting, desk lighting, large area lighting...

(1)______________________________________________________________________

(2)______________________________________________________________________
WATER

Water is a very valuable resource and especially in Australia, a limited resource. Australia is one of the driest locations on earth and the water resource must be protected and conserved.

There are many ways that a business and households can help protect and conserve the water resource. At home repair any leaks or dripping taps. Renew or replace household appliances that use water with more efficient units (dishwashers, clothes washers). Use plants in your garden that take less water to survive and only water when needed. Sweep debris with a broom instead of using a hose. Collect rainwater for later use. Take shorter showers, use efficient toilets, and do not let water run while brushing your teeth.

These are only but a few of the tips available.

Water in businesses can be much more complicated. Depending on the type of business the use of water may be part of a manufacturing process that requires high volumes and possibly re-treatment due to contamination.

In business water management is broken down into three distinct areas:

- Water conservation
- Stormwater management
- Trade waste water

Conserving water in a business can be as simple as fixing a few taps in the office kitchen or toilets through to expensive re-design of a manufacturing process that uses less and far more efficient water use. In the past water was generally used and disposed of.

Today many companies have found efficient ways to recycle and re-use water in various ways. All levels of Government have shown a keen interest in protecting the water resources of Australia. This interest has come in many forms including:

- Incentives to promote water conservation
- Education training programs
- Laws and regulations relating to water use and conservation
- Funding to provide greater protection of the water resources

There are various laws and regulations that are designed to prevent malicious or incompetent actions leading to contamination or pollution of stormwater. Companies and/or individuals are exposed to hefty fines and in some cases jail terms if found guilty of polluting stormwater.

OTHER ENVIRONMENTAL HAZARDS

We have considered many other environmental hazards that may be encountered in the workplace as a result of resource use and other considerations, including: Air Pollution, Hazardous Substances such as chemicals, and Noise Pollution. These were examined in our very first Unit: BSBWOR201 – Contribute to health and safety of self and others. You are advised to revisit these for revision.
RECORD KEEPING

Keeping records of environmental issues, incidents and events can help a facility run more efficiently and environmentally cleaner.

Records can contain useful information for improving Best Management Practices (BMPs) to prevent any environmental impacts and avoid any adverse incidents. Typical items that should be recorded include the results of routine inspections, and reported spills, leaks, other discharges or any other environmental issues.

When it comes to record keeping the following factors need to be taken into account:
• Records must be updated regularly.
• Personnel completing and maintaining records must be trained to update records correctly.
• The records need to be readily accessible.
• Records containing any confidential information must be secured.

In some cases poor record keeping is among the top environmental violations that small businesses and local government and agencies receive. It is important that those responsible for the maintenance of the records fully understand the requirements from the various authorities when it comes to record keeping and the providing of information.

RECORD KEEPING METHODS

How records are kept and in what form depends on the following factors:
• What the records are to be used for – internal use, external use or both.
• Who requires the records – management, environmental inspectors, statutory authorities
• How the records are to be accessed – types of filing systems
• In what form these records are to be kept – electronic, paper based or both
• In what form or format are records to be presented – online, paper based
• The level of confidentiality of any records – who sees what and how

The most common methods of record keeping are electronic. There are many software programs available that can be used as off the-shelf applications or modified to suit the organisation. There also many specialised software developers that are experienced in creating custom environmental software record keeping applications for business that have specific needs.

Some statutory authorities provide manuals that contain both the necessary forms and instructions on how to maintain environmental records. This type of record keeping is more related to information required by these authorities and would expect this information to be readily available to them.

Another method of record keeping is through a third party. Larger organisations may appoint environmental consultants who would perform the function of environmental monitoring, record keeping and reporting. This would avoid the need to create expensive internal infrastructure including staff, training, software and equipment.
TYPES OF RECORDS

The following is a basic list of the types of environmental records that an organisation may keep:

- Environmental policies
- Environmental management system details
- Environmental procedures and operational controls
- Environmental audits, inspections and reviews
- Environmental goals and targets
- Environmental licenses and agreements
- Hazardous substances on site and the corresponding MSDS
- Environmental training
- Environmental laws, regulations and other compliance requirements
- Waste disposal
- Waste water discharges
- Emergency response plans and drill records
- Incident reports and investigation forms
- Non-conforming and corrective action reports

The management of these records should be part of the overall operational processes of the company similar to payroll, accounting and other administrative functions. There should be a senior employee given the responsibility of managing the ‘environmental records’ and have been trained in all aspects of the record keeping requirements.

REPORTING

Reporting plays a large part of the environmental practices of a company. Some reporting is for internal parties and some reporting is for external parties.

Internal parties would include:

**Management** - relating to environmental policies, procedures, attaining goals and reaching targets. Also reports on any non-conformance, hazardous incidents and the corrective actions.

**Supervisory staff** – implementing and progress reports relating to environmental policies, procedures, attaining goals and reaching targets. Also reports on any non-conformance, hazardous incidents and the corrective actions.

**General staff** – communicating of environmental policies, procedures, methods to attaining goals and reaching targets. Also reports on any non-conformance, hazardous incidents and the corrective actions.

Internal reports make up a key part of the communication process relating to the company's commitment and policies relating to environmental issues.

External parties would include:

- Government environmental agencies
- Workplace health and safety authorities
- Water boards and authorities
- Interested parties
- Media
Government agencies such as the EPA would require reports on any major environmental incidents. This could include dangerous chemical spills, accidental land contamination, discovered contamination, events causing major environmental impact and so on.

Legislation requires immediate reports on any incident no matter the size or extent of damage or impact and hefty fines and in some cases jail terms apply for non-reporting.

Government agencies would also require the reporting of activities, non-conformance events and review of required records. Companies would have limited control over the type, format and regularity of the reporting, as this would be laid out by the responsible governmental agencies.

Reports to workplace health and safety authorities would range from:
- The storage and use of hazardous goods
- Addressing workplace environmental issues such as noise, air and lighting
- Training reports
- Workplace accidents involving workers and dangerous goods
- Corrective action reports

Reports to interested parties would include:
- Environmental focus groups
- Neighbours
- General community

Reports would likely inform the interested parties of either the actions taken to correct an environmental accident or impact, or to update on the activities being undertaken by the organisation to become more environmentally friendly. For many companies this creates a good community impression and helps business.

The media can be useful or destructive depending on the environmental situation. Many larger companies employ or contract public relations experts that report on activities the company is undertaking relating to the environment for broader exposure. In adverse situations such as a serious environmental accident, the media looks for reports on how and why the accident happened, and what steps are being taken to rectify the situation.

Media and interested parties enjoy receiving reports from manufacturers on new environmental products being developed or sold.

This helps the company expose the product to a wider audience, as well as strengthens their corporate image.
ISO 14001

Environmental Management Systems (EMS) modelled on the ISO 14001 standard requires that close attention be put into the development and maintenance of records, reporting and ongoing audits of the EMS.

The ISO 14001 standard requires very little specific documentation. It is a common misconception that an ISO-compliant management system is all about documentation. While having consistent, well-defined processes are critical for an effective management system, ISO 14001 leaves the amount and type of documentation up to the organisation itself. It is mainly those critical processes that need to be documented.

ISO 14001 does not require any particular format, style, or approach for procedures, records or any other documents. These decisions are left entirely to the organisation implementing the system. In reviewing existing procedures, many businesses find that some of their record keeping procedures are outdated, inaccurate, or less effective than they could be. In these cases, most decide to improve the procedures and this would likely help improve the business.

ACTIVITY FIVE

What are the four key factors of proper record keeping?

________________________________________

________________________________________

________________________________________

________________________________________

Who are the three internal parties that would require or provide environmental reports?

________________________________________

________________________________________

________________________________________

________________________________________
Who are the five external parties that would require environmental reports?

What does the ISO 14001 standard require?

SECTION SUMMARY

This section would have given you a detailed overview of the many resources used and environmental hazards associated with them, in office environments today.

It is important to understand that any environment risk or hazard does not just affect the business and the workers within that business. Workplace hazards and risks can have a harmful impact on the community, wildlife and habitat.

This section would have shown the importance of environmental risk and hazard analysis within a business and how this analysis should be key part of the overall business policies and procedures of the company.

This section would have shown how record keeping and reporting is an essential part of any environmental management system. As this section has outlined, the need for environmental records and reporting has both internal applications as well as external.

The most important need for records and reporting is a result of laws, regulations and environmental agreements that many businesses are exposed to. Inadequate records or failure to report can lead to legal action.
DID YOU LEARN?

THE FOLLOWING QUESTIONS ARE YES AND NO QUESTIONS.

IF YOU CANNOT ANSWER YES TO EACH QUESTION IT IS SUGGESTED YOU REVIEW THE MATERIAL AGAIN.

WORKPLACE ENVIRONMENTAL ANALYSIS
Can you recall what the general process of an environmental site analysis would consist of?

ENVIRONMENTAL ASPECTS AND IMPACTS
Do you remember the differences between 'environmental aspects' and 'environmental impacts'?

WASTE
Are you able to understand some of the suggestions to apply when reducing waste in the office environment?

ENERGY
Can you describe how an organisation can save in the following areas;
   a) Office equipment?
   b) Lighting?
   c) Cooling and Heating?
   d) Staff amenities?

WATER
Do you know how water use and wastage may be reduced?

RECORD KEEPING
Can you recall the importance of the 'record keeping' of environmental issues?

RECORD KEEPING METHODS
Do you remember the factors that determine how records are kept?

TYPES OF RECORDS
Are you able to understand some of the types of environmental records that an organisation may need to keep?

REPORTING
Can you describe who would be included in the 'internal' and 'external' reporting of environmental practises of a company?

ISO 14001
Do you know what type of report is required to be documented when applying an ISO-compliant management system?