

## DOCUMENTED INFORMATION TEMPLATES

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# HOTEL NAME

## P1.1 Context of the organization. Needs and expectations of interested parties

Revision No: 0

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

## **I. PURPOSE**

The purpose of this procedure is to determine a systematic way to identify the internal and external elements that define the organizational context through the identification of the SWOT matrix and the interested parties. In addition, the relevant needs and expectations of these interested parties must be identified and which of these needs and expectations become **HOTEL NAME** compliance obligations.

## **II. RESPONSIBILITY**

The Top Management, together with the Environmental Management Representative (EMR), is responsible for carrying out the Analysis of the Context, identifying the strengths, weaknesses, opportunities and threats (D1.2-1).

The EMR is the responsible for identifying and reviewing information on relevant interested parties and their requirements (D1.1-2).

## **III. DEFINITIONS**

Context of the organization: it is the combination of internal and external factors and conditions that can influence the organization's approach to its products and services and the interested parties.

Interested party: person or organisation that can affect, be affected by, or perceive itself to be affected by a decision or activity.

## **IV. DESCRIPTION**

To fully understand the organization and its context, the **HOTEL NAME** shall determine the external and internal issues that are relevant. The tool used for that, is the SWOT matrix tool, in which an identification of the different internal and external elements that may affect the organization and that define the context of the organization is carried out. Through this method, the aim is to study the weaknesses, threats, strengths and opportunities in order to determine the current situation of the **HOTEL NAME**.

For the characterization of strengths, weaknesses, opportunities and threats, the SWOT matrix is used and is carried out through the following steps:

- Make a list of the HOTEL NAME's key internal strengths. Those characteristics of the business that give it an advantage over others.
- Make a list of the decisive internal weaknesses, characteristics of the business that place the business at a disadvantage relative to others.
- Make a list of important external opportunities, elements in the environment that the business could exploit to its advantage.
- Make a list of key external threats. Those elements in the environment that could cause trouble for the business.

In order to make the appropriate evaluation of the results obtained in the SWOT matrix, the following is considered:

- Once the threats and weaknesses of the organization have been identified, the Top Management must evaluate the risk of these and take the appropriate measures (D3.3-1).

On the other hand, relevant interested parties could provide important risks to the organisation if their needs and expectation are not met, so the EMR must carry out the identification of these interested parties (D1.1-2). The EMR will establish if those interested parties are internal or external and the EMR will rank the priority of the interested parties as high, medium or low.

## **V. ASSOCIATED DOCUMENTS**

D1.1-1 SWOT analysis of the context of the organization

D1.1-2 Needs and expectations of interested parties record

D3.3-1 Risks and opportunities record

## CONTEXT OF THE ORGANISATION – SWOT ANALYSIS

<b>STRENGTHS</b> <i>Internal Factor - characteristics of the business that give it an advantage over others</i>	<b>WEAKNESSES</b> <i>Internal Factor - characteristics of the business that place the business at a disadvantage relative to others.</i>
<b>OPPORTUNITIES</b> <i>External Factor - elements in the environment that the business could exploit to its advantage.</i>	<b>THREATS</b> <i>External Factor - elements in the environment that could cause trouble for the business.</i>

Date:	Name:
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Associated document:

**D1.1-2**

REV 0

## NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

	Interested Parties	Internal/ External	Their needs and expectations	Our requirements to them	Priority
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					

# HOTEL NAME

## P1.2 EMS's description

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>



## I. PURPOSE

The aim of this procedure is to make a brief introduction of **HOTEL NAME** and describe the object and scope of the Environmental Management System

## II. DESCRIPTION

### Introduction

Brief description of the HOTEL: Name, where is it located, since when, main facilities, size, address, description of the surrounding area (urban, national park...), etc. You can insert a map of the area where the hotel is located.

### Scope of the EMS:

The Environmental Management System implemented includes:

- The Environmental Policy;
- The Statements of responsibility and authority;
- The environmental procedures and records;
- The identification of the resources and training allocated to management, performance of work and verification activities including internal audit;
- The appointment of the Environmental Management Responsible; and
- The arrangement for periodic management reviews.

The scope of the EMS includes all the activities, products and services offered by **HOTEL NAME** in **LOCATION**.

# HOTEL NAME

## P2.1 Leadership and commitment

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

**I. PURPOSE**

The purpose of this procedure is to ensure the commitment of the Top Management of the **HOTEL NAME** to develop, implement and maintain the Environmental Management System and continually improve their effectiveness. The environmental policy will be defined as a commitment to the environment.

**II. RESPONSIBILITY**

The Top Management is responsible for clearly displaying and maintaining commitment to the Environmental Management System. The Top Management must establish, implement and maintain an Environmental Policy (D2.1-1).

The Environmental Management Representative (EMR) together with the Top Management is responsible for maintaining the system, identifying and implementing continual improvements of the system.

**III. DEFINITIONS**

Environmental policy: it is the commitment of the organization to the laws, regulations and other policy mechanism related to environmental performance. The issues that includes an environmental policy are generally water pollution, waste management, protection of natural resources, etc.

**IV. DESCRIPTION**

The Top Management is committed to develop and implement the Environmental Management System. The Top Management has established, implemented and maintained the Environmental Policy to ensure that the **HOTEL NAME** meets the environmental standards, legal and other requirements.

The Environmental Policy is communicated (displayed at appropriate locations) to the hotel staff, and it is available to interested parties (i.e. website).

**V. ASSOCIATED DOCUMENTS**

D2.1-1 Environmental policy

## ENVIRONMENTAL POLICY

Brief description of the accommodation: profile, processes, scope of the EMS...

It is the policy of **ACCOMMODATION NAME** to respect the local Environment and to be committed to and responsible for the Environmental performance of the accommodation, and to **communicate this policy** to all persons working for or on behalf of the accommodation, and any interested parties.

The hotel's Environmental Management System has been developed in accordance with the requirements of ISO 14001:2015, and is implemented on the basis of **continual improvement** and **prevention of pollution**, and is regularly audited to determine its effectiveness.

Where possible, the accommodation reduces, re-uses and recycles all materials to minimise waste, and use environmentally responsible suppliers and sub-contractors in order to minimise the use of polluting releases and energy as efficiently as possible.

Top Management is committed to **comply with legal and other requirements** to which the hotel subscribes related to its environmental aspects. Moreover, Top Management ensures that **all employees** at appropriate levels throughout the accommodation are **trained** and developed to understand, implement, maintain and improve the **environmental objectives** established by Top Management at the Management Review meeting, and further detailed and monitored in specific functional environmental management programmes, in order to achieve the Environmental policy, goals and objectives.

Top Management reviews the effectiveness of the accommodation's Environmental Management System, policy, goals and objectives on a regular basis and reviews the overall **environmental performance** annually, at the Management Review Meeting.

**Date:**

**Name:**

## ENVIRONMENTAL POLICY

Brief description of the accommodation: profile, processes, scope of the EMS...

The **ACCOMMODATION NAME** is committed to protecting the local and global environment. To minimise environmental impacts concerning our activities, products and services, we shall:

- **Comply with applicable legal requirements and other requirements** to which **ACCOMMODATION NAME** subscribes related to its environmental aspects.
- To include the consideration of environmental issues in business strategies and initiatives.
- **ACCOMMODATION NAME** Top Management is committed to ensure that the protection of the environment is firmly embedded in both the company's and all the employees' culture and will endeavour to influence its suppliers and customers in a similar strategic environmental manner.
- **Prevent pollution**, reduce waste and minimise the consumption of resources.
- Consider the wider global impact of all our activities including those of our suppliers, customers and other stakeholders.
- **Educate, train and motivate employees** to carry out tasks in an environmentally responsible manner and ensure that a continuous professional development strategy remains core to our business goals.
- Encourage environmental protections among suppliers and subcontractors.
- To investigate the feasibility of influencing suppliers, customers and other interested parties with consideration to life cycle impacts and their aspects and activities.
- Encourage and enhance biodiversity and ecology.

The **ACCOMMODATION NAME** is committed to **continual improvement** of its **environmental performance**. **This Policy will be communicated** to all staff, contractors and suppliers, and will be available to any other interested party.

**Date:**

**Name:**

# HOTEL NAME

## P2.2 Organizational roles, responsibilities and authorities

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

**I. PURPOSE**

The purpose of this document is to describe the procedure for defining and documenting the roles and responsibilities of those involved in the Environmental Management System (EMS).

**II. RESPONSIBILITY**

Top Management is responsible for the definition of roles and responsibilities related to the Environmental Management System.

**III. DESCRIPTION**

The Top Management must define the Personnel Profiles (D2.2-1) of those workers who have a responsibility for the appropriate development of the EMS and the compliance of its requirements. The workers could be:

- Environmental Management Representative/Internal Auditor
- Operation manager
- Maintenance manager
- Purchase manager

Top Management will define for each role:

- Academic and professional training required
- Environmental knowledge required
- Professional experience required
- Main responsibilities

The Environmental Management Representative (EMR) has the responsibility and authority for:

- Ensuring that the EMS conforms to the requirements of ISO 14001:2015
- Reporting on the performance of the EMS

Workers at each level of the organization shall assume responsibility for those aspects EMS over which they have control.

**IV. ASSOCIATED DOCUMENTS**

D2.2-1 Personnel profiles

## PERSONNEL PROFILES

### ENVIRONMENTAL MANAGEMENT RESPONSIBLE / INTERNAL AUDITOR

#### ACADEMIC AND PROFESSIONAL TRAINING

#### ENVIRONMENTAL KNOWLEDGE

#### PROFESSIONAL EXPERIENCE

#### MAIN RESPONSIBILITIES



**OPERATION MANAGER****ACADEMIC AND PROFESSIONAL TRAINING****ENVIRONMENTAL KNOWLEDGE****PROFESSIONAL EXPERIENCE****MAIN RESPONSIBILITIES**

**MAINTENANCE MANAGER****ACADEMIC AND PROFESSIONAL TRAINING****ENVIRONMENTAL KNOWLEDGE****PROFESSIONAL EXPERIENCE****MAIN RESPONSIBILITIES**

**PURCHASE MANAGER****ACADEMIC AND PROFESSIONAL TRAINING****ENVIRONMENTAL KNOWLEDGE****PROFESSIONAL EXPERIENCE****MAIN RESPONSIBILITIES**

# HOTEL NAME

## P3.1 Risks and opportunities

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

## I. PURPOSE

The aim of this procedure is to define the required processes to manage risk and opportunities within **HOTEL NAME**.

## II. RESPONSIBILITY

The Environmental Management Representative has to develop, manage and review the risk and opportunities record (D3.1-1) for **HOTEL NAME** and ensure that all relevant risks to the business are identified and managed. In addition, the EMR has the responsibility to determine the need to take actions to address risks and opportunities and ensure the implementation and monitoring of those actions.

Departmental managers shall be responsible for reviewing the departments' risk and opportunities and determining resources needed associated with the actions necessary to address the risks and opportunities.

The Top Management shall be responsible for approving actions and resources to address the risks and opportunities and ensuring the status of risks and opportunities are reported during the Management Review

## III. DEFINITIONS

Risk: A negative effect of uncertainty

Opportunity: A positive effective of uncertainty

Uncertainty: A deficiency of information related to understanding or knowledge of an event, its consequence or likelihood

## IV. DESCRIPTION

The first step to carry out is the identification of risks and opportunities that could come from:

- SWOT analysis
- Interested parties
- Environmental aspects
- Audits report
- Complains and suggestions

In addition, the root or the cause must be identified. Although the methodology for the classification for the risk and opportunities will be the same, risks will be managed with a focus on decreasing their aspect/likelihood and minimizing their impact if they should occur. On the other hand, opportunities will be managed to increase their likelihood, and to maximize their benefit if they should occur.

This is the methodology that **HOTEL NAME** will follow for the assessment of risks and opportunities:

- Once the risk or the opportunity is identified, the hotel has to define its probability and give a score:
  - o Exceptional = 1
  - o Rare = 2
  - o Possible = 3
  - o Probable = 4
  - o Sure = 5
- Likewise, the impact must be determined:
  - o Trivial = 1
  - o Low = 2
  - o Moderate = 3
  - o High = 4
  - o Catastrophic = 5
- The level will be defined as:
  - o Level = Probability x impact
- The hotel will classify the evaluation according to the following score:
  - o 22-30 = Not acceptable or Highly profitable
  - o 10-21 = Moderate
  - o 0-9 = Acceptable or Not profitable
- Taking into account the above-mentioned classification, **HOTEL NAME** will determine if an action or objective is required:
  - o Non-acceptable or Highly Profitable: An objective or planning action must be defined
  - o Moderate: An objective or planning action may be defined
  - o Acceptable or Not Profitable: No objective or planning action will be defined

#### V. ASSOCIATED DOCUMENTS

- D1.1-1 SWOT analysis of the context of the organization
- D1.1-2 Record of needs and expectation of interested parties
- D3.3-1 Risks and opportunities record
- D3.2-1 Identification and evaluation of environmental aspects

## RISKS AND OPPORTUNITIES RECORD

CODE	IDENTIFICATION	ROOT OR CAUSE	PROBABILITY	IMPACT	LEVEL	CLASSIFICATION	ACTION REQUIRED
<i>Risks: R1, R2, R3...</i> <i>Opportunities: O1, O2, O3...</i>	<i>Risk and opportunities could come from:</i> <ul style="list-style-type: none"> <li>SWOT analysis</li> <li>Interested parties</li> <li>Audit reports</li> <li>Complaints and suggestions</li> <li>Environmental aspects</li> </ul>		<i>Exceptional =1</i> <i>Rare =2</i> <i>Possible =3</i> <i>Probable =4</i> <i>Sure =5</i>	<i>Trivial=1</i> <i>Low = 2</i> <i>Moderate =3</i> <i>High =4</i> <i>Catastrophic =5</i>	<i>Level = Probability X Impact</i>	<i>22-30 = Not acceptable or Highly profitable</i> <i>10-21 = Moderate</i> <i>0-9 = Acceptable or Not profitable</i>	<i>Not acceptable or Highly Profitable → An objective or planning action must be defined</i> <i>Moderate → An objective or planning action may be defined.</i> <i>Acceptable or Not Profitable → No objective or planning action will be defined.</i>

Date:

Name:

## HOTEL NAME

### P3.2 Environmental aspects

Revision No:

Date:

#### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>



## 1. Identification of environmental aspects

**HOTEL NAME** will identify all the environmental aspects related to its activities, products and services, on a yearly basis. During the identification, both direct and indirect, aspects will be identified:

- Direct Environmental Aspect: Activities over which a hotel can be expected to have an influence and control. For example, emissions from processes.
- Indirect Environmental Aspect: Actual or Potential activities over which the hotel can be expected to have an influence, but no control. For example, supply chain controlled aspects, customer controlled aspects, etc.

While identifying environmental aspects and associated impacts, the following conditions should be considered:

- Abnormal (A) Start up, shut down or break down conditions.
- Emergency (E) Foreseeable/emergency condition.
- Normal (N) Conditions that are normal other than specified above

During identification of environmental aspects, the following shall be considered:

- |                                  |                              |
|----------------------------------|------------------------------|
| – Air emissions                  | – Hazardous waste generation |
| – Energy consumption             | – Oil spills/releases        |
| – Fuel consumption               | – Toxic substances releases  |
| – Hazardous materials release    | – Cultural disturbances      |
| – Natural resources consumption  | – Wastewater discharge       |
| – Noise emissions                | – Water consumption          |
| – Non hazardous waste generation |                              |

## 2. Identification of environmental impacts

**HOTEL NAME** will identify the environmental impacts associated to the environmental aspects previously identified. Potential environmental impacts shall include but are not limited to the following:

- |                                |   |
|--------------------------------|---|
| – Air pollution                | – Ecological damage                               |
| – Ozone depletion              | – Contamination to air, land and water            |
| – Greenhouse gas contribution  | – Damage to native resources                      |
| – Human health impact          | – Loss of public access to recreational resources |
| – Soil contamination           | – Groundwater contamination                       |
| – Hazardous material dispersal | – Sedimentation of water courses                  |
| – Resource depletion           |   |
| – Noise damage                 |   |
| – Vibration damage             |   |
| – Solid material dispersal     |   |

**3. Evaluation of environmental aspects ⇒ Significant environmental aspects****Evaluation criteria:**

The significance of the environmental aspects will be evaluated every year according to 5 criteria:

1. **Scale** – Scale is the extent/area of environmental impact. Evaluation scale of “scale” criteria:

SCALE	
Impact is contained within the work area (Isolated)	2
Impact is restricted to /contained within the hotel premises (Confined)	4
Impact migrates outside the site of hotel into local community (Regional)	7
Impact migrates outside the region in which the hotel is located (Global)	10

2. **Severity** - Severity is related to the level of the exposition of the environment to the impact, including air, water, soil, natural resources, flora, fauna, humans, etc. Evaluation scale of “severity” criteria:

SEVERITY	
Harmless, negligible impact	2
Minor effects that are easily remedied	4
Moderate, could be repaired	6
Serious, hard to repair	8
Catastrophic, very dangerous, must be repaired or regenerated	10

3. **Frequency** - Frequency describes how often some impacts could occur in the environment of an organization. Evaluation scale of “frequency” criteria:

FREQUENCY	
Rare - less than one time a year	2
Intermittent - up to 3-4 times per year	4
Regular - it happens once a month	6
Very often - 1-2 times per week	8
Continuous - More than 3 times per week	10

4. **Legal and other requirements** – Does the **HOTEL NAME** comply with the legal requirements applicable to this environmental aspect/impact? Evaluation scale of “legal requirements” criteria depends on the answer:

LEGAL AND OTHER REQUIREMENTS	
Complies with legislation and regulations	1
Minor violation	5
Major violation or frequent minor violations	10

5. **Interested parties** - Have the interested parties (customers, policy makers, suppliers, neighbours, etc.) ever expressed concern about the aspect? Evaluation scale of "interested parties" criteria depends on the answer:

INTERESTED PARTIES	
Interested parties have never expressed concern about the aspect	1
Interested parties have sometimes expressed concern about the aspect	5
Interested parties have often expressed concern about the aspect	10

**Significance Score:**

**Significance Score** = Scale + Severity + Frequency + Legal and other requirements + Interested Parties.

Significance of an aspect increases with increasing score.

If the Significance Score  $\geq 25$ , such environmental aspects shall be considered as significant aspect.

**6. Communication**

The significant environmental aspects, together with the environmental objectives and the summary of the environmental performance will be communicated internally every year.

**I. ASSOCIATED DOCUMENTS**

D3.2-1 Identification and evaluation of environmental aspects

D3.5-1 Environmental objectives and planning action

D6.1-1 Environmental performance

## IDENTIFICATION AND EVALUATION OF ENVIRONMENTAL ASPECTS

Identification			Type		Conditions			Evaluation criteria					RESULT
Environmental aspect	Process/ Department	Environmental impact	Direct	Indirect	Normal	Abnormal	Emergency	Scale	Severity	Frequency	Legislative concern	Interested parties concern	
1													0
2													0
3													0
4													0
5													0
6													0
7													0
8													0
9													0
10													0
11													0
12													0
13													0
14													0
15													0
16													0
17													0
18													0
19													0
20													0
21													0
22													0
23													0
24													0
25													0

Date:

Name:

# HOTEL NAME

## P3.3 Compliance obligations

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

## I. PURPOSE

The purpose of this procedure is to ensure that **HOTEL NAME** has access and tracks laws and regulations that apply to its operations. The procedure describes the process for identification of applicable legal requirements and other requirements.

## II. RESPONSIBILITY

The Environmental Management Representative (EMR) is responsible for establishing and reviewing an updated list of applicable legal requirements including regulations, permits and other requirements. Those requirements will be gathered on the *Compliance obligations record* (D3.3-1).

The EMR has to ensure that the record is available to relevant staff.

The Top Management shall approve the *Compliance obligations record* (D3.3-1).

In the case that the hotel has Departmental Managers, they are responsible for informing the EMR of any changes to the requirements relevant to their functions or departments, so as to ensure that the legal requirements record is updated.

## III. DEFINITIONS

Requirements: need or expectation that is stated, generally implied or obligatory.

Compliance obligations: legal requirements and other requirements that the hotel has to comply with and other requirements that the hotel has to or chooses to comply with.

## IV. DESCRIPTION

The EMR is responsible for tracking and ensuring that all environmental requirements related to the environmental aspects of the **HOTEL NAME** have been identified and determine how these requirements apply to its environmental aspects.

The EMR shall document applicable environmental legal requirements and other requirements that apply to the company's processes on the *Compliance obligations record* (D3.3-1) and ensure that all information listed in record is available and accessible.

The EMR will employ a variety of techniques and information sources to regularly track, identify and evaluate applicable laws and regulations. These include, but are not limited to:

- a. Website of the Government
- b. Website of the Local Authority
- c. Information from trade associations
- d. Information from trade associations
- e. The internet and email lists
- f. Outside consultants
- g. Direct communication with national, regional, local, etc. agencies
- h. Networking

i. Industry publications

The EMR shall keep *the Compliance obligations record* up to date by continually monitoring actual and potential changes in the legal requirements through active participation in training, industry groups, legislative newsletters, etc. The *Compliance obligations record* (D3.3-1) shall be at least reviewed every 6 months.

Top management and EMR compile and maintain copies of significant applicable environmental laws and regulations. Where copies of such laws and regulations are not maintained at the staff offices, the Top Management and the EMR will ensure that ready access is available from other sources.

The Top Management and the EMR will ensure that appropriate changes are developed and implemented in cases where new environmental regulations, environmental policies and/or industry standards could affect the continued performance of the environmental management system.

## V. ASSOCIATED DOCUMENTS

D3.2-1 Identification and evaluation of environmental aspects

D3.3-1 Compliance obligation record

## COMPLIANCE OBLIGATIONS RECORD

Env. area (Air, energy, waste...)	Title of the legal doc.	Issued by... (Ministry, Regional Authority...)	Date of publication	Last revision	Article / Chapter	Requirement	Compliance (Y/N)	Evidence (License, record...)	Remarks – Is it a risk ? Is it an opportunity?

Date:	Name:
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# HOTEL NAME

## P3.4 Environmental objectives and planning actions

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

**I. PURPOSE**

The purpose of this procedure is to ensure that the organization establishes and maintains documented environmental objectives and targets. This procedure applies to environmental objectives and targets set at all relevant levels within the **HOTEL NAME**.

**II. RESPONSIBILITY**

The Top Management is responsible for reviewing the **HOTEL NAME's** objectives and targets and providing the appropriate staff and resources needed for successful implementation.

The Departmental Manager is responsible for the development, adoption, implementation, tracking and evaluation of EMS objectives and targets of his/her department. He/she also has to verify that performance indicators and methods of monitoring and measuring are appropriate.

The Environmental Management Representative (EMR) is responsible for assisting in the development, adoption, implementation, tracking and evaluation of EMS objectives and targets. He/she also has to notify when EMS objectives are off schedule.

**III. DEFINITIONS**

Environmental Objective: overall environmental goal, arising from the environmental policy, that an organization sets itself to achieve and that is quantified where practicable.

Environmental Target: detailed performance requirement, quantified where practicable. Targets arise from the environmental objectives and need to be set and met in order to achieve those objectives.

**IV. DESCRIPTION**

The EMR is responsible for initiating the development of environmental objectives. He/she will begin this process by considering input from legal requirements, significant environmental aspects, risk and opportunities, etc.

The EMR will communicate the list of environmental objectives to all areas and Departmental Managers. This will be accomplished in accordance with the Communication procedure (P4.3). Together with Departmental Manager, the EMR will establish targets to achieve the objectives and will develop appropriate measure to track progress toward meeting the objectives and targets.

The EMR will document the environmental objectives and planning action record. In the record it must be addressed:

- The objective
- The target to achieve the objective
- To which area it applies
- From where is derived the objective (e.g. Compliance obligation, significant environmental aspects, etc.)

- The current value and the target value
- Who will be the responsible for the fulfilment of the objective

Likewise, in the record, the EMR will establish which activities or step will the hotel carry out to achieve the objective and target. A responsible will be defined as well as the resources needed for the activity or the step.

Finally, a deadline for the fulfilment of the activity will be determined and the EMR will indicate the completion date.

#### **V. ASSOCIATED DOCUMENTS**

D3.1-1 Risks and opportunities record  
D3.2-1 Identification and evaluation of environmental aspects  
D3.3-1 Compliance obligations record  
D3.4-1 Environmental objectives and planning action record  
D4.3-1 Communication record  
D6.1-1 Environmental performance

## ENVIRONMENTAL OBJECTIVES AND PLANNING ACTION

Nº	Objective:	Target:		Concerned area:	
1					
<b>Derived from...</b> <i>(Significant environmental aspect, compliance obligations, risk and opportunities...)</i>		<b>Deadline</b>	<b>Current value</b>	<b>Target value</b>	<b>Responsible</b>
<b>Environmental programme</b>		<b>Responsible</b>	<b>Resources</b>	<b>Deadline</b>	<b>Completion date</b>
1	Activity or step 1				
2	Activity or step 2				
3	Activity or step 3				
4	Activity or step 4				

<b>Date:</b>	<b>Name:</b>

# HOTEL NAME

## P4.1 Identification of resources

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

**I. PURPOSE**

The objective of this procedure is to implement a maintenance monitoring programme designed to support the EMS.

**II. RESPONSIBILITY**

The Departmental Manager will be responsible for defining a maintenance programme for her/his area and providing the data required.

The Environmental Management Representative (EMR) will be responsible for consolidating all the data and conducting facility-wide monitoring. The EMR will check through the maintenance record if the monitoring programme has been carried out.

**III. DESCRIPTION**

The Departmental Manager will determine a maintenance programme of the area or/and the equipment that need to be check. He/she will define a deadline for the revision, the frequency for developing the task and who will be the responsible for carrying out that activity.

The EMR will check if the maintenance programme has been implemented. He will identify the follow action that has been carried out, the date of the implementation of activity and who has checked it.

**IV. ASSOCIATED DOCUMENTS**

D4.1-1 Maintenance programme and planning

D4.1-2 Maintenance monitoring record

Date:	Name:
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Name: \_\_\_\_\_



# HOTEL NAME

## P4.2 Competence, training and awareness

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

**I. PURPOSE**

This procedure establishes the process of ensuring the training, competence and awareness of any person performing any tasks in the hotel or in its behalf for the EMS related activities.

**II. RESPONSIBILITY**

The Top Management is the responsible for allocating time and resources to allow training of employees to be carried out.

The Personnel Manager is the responsible for the organization of trainings for new employees and keeping signed attendance lists confirming that the trainings have been completed.

The Environmental Management Representative (EMR) must identify the training needs of employees with respect to the Environmental Management System. Besides, must ensure that the sub-contractors working on site have the necessary experience and competence regarding environment.

**III. DEFINITIONS**

Competence training: the training of employees to enable them to fulfil their duties in a competent manner and consistent with the aims of the environmental policy and management system.

Awareness training: raising the environmental awareness of employees to increase their understanding of environmental issues and the relevance of those issues to the **HOTEL NAME's** activities, products and services.

**IV. DESCRIPTION**

It is essential that all employees receive training at an appropriate level to allow them to comply with the EMS.

The EMR determines the necessary competence of people doing work under its control that affect the environmental performance of the hotel. The EMR ensures these people are competent on the basis of appropriate education, training or experience (check D4.2-3 Personnel Forms Vs D2.2-1 Personnel Profiles).

The EMR determines the training needs and establishes a Training Planning (D4.2-1) identifying the type of the training, the details, to whom is aimed at, etc.

The Personnel Manager has the accountability to ensure that the activities included in the Training Planning (D4.2-1) are completed in conjunction with the EMR. The Personnel Manager must ensure that the Training Attendance Sheet (D4.2-2) is completed, signed and sent to the EMR. Training attendance sheet must be completed for all training courses.

The EMR will organise trainings to raise general environmental awareness and will explain how individual employees can help the organization to meet its environmental targets and objectives.

On the other hand, training for emergency situation shall be provided by the hotel. In those cases, the EMR must complete the emergency/drill record (D5.3-3). The Personnel Manager is responsible for completing the Personnel Form (D4.2-3) for each worker, indicating his/her academic training, professional experience, etc.

#### **V. ASSOCIATED DOCUMENTS**

D4.2-1 Training and awareness planning and evaluation

D4.2-2 Training attendance sheet

D4.2-3 Personnel form

D5.3-3 Emergency/drill record



**D4.2-1**

REV 0

[illegible]

Date:

Name:	
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**D4.2-2**

REV 0

[illegible]

## PERSONNEL FORM

**FIRST NAME:**

.....

**FAMILY NAME:**

.....

**ACADEMIC TRAINING:**

TRAINING	CENTRE	YEAR

**OTHER TRAINING**

TRAINING	CENTRE	YEAR

**PROFESSIONAL EXPERIENCE**

COMPANY	POSITION	PERIOD

**CURRENT SITUATION AND POSITION**

DEPARTMENT	POSITION	START DATE

**OTHER SKILLS AND COMPETENCES (TECHNOLOGIES, LANGUAGES, ETC.)**


# HOTEL NAME

## P4.3 Communication

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

## **I. PURPOSE**

The purpose of this procedure is to ensure an effective and timely communication of environmentally related information within the organization and to external stakeholders.

## **II. RESPONSIBILITY**

The Departmental Manager is responsible for communicating environmental targets and objectives to employees in their areas or functions. They are also responsible for communicating environmental procedures (and any changes to the procedure) and results of accident. In addition, the Departmental Manager will be responsible for responding communications from external stakeholders when requested to do so.

The Environmental Management Representative (EMR) is responsible for communicating the organization's environmental policies and procedures to all employees. The EMR is also responsible for communicating roles and responsibilities for environmental management and the results of measurement and monitoring activities. In addition, he/she is responsible for documenting and maintaining any type of communication.

## **III. DEFINITIONS**

Internal Communication: All forms of communications between those within the organization.

External Communication: All forms of communication between the organization's personnel and external stakeholders.

Stakeholders: Individual or group concerned with or affected by the environmental performance of the organization.

## **IV. DESCRIPTION**

Every communication of the organization must be recorded. In the record the following should be addressed:

- Matter of communication: What is going to be communicated or what has been communicated
- Sender: Who sends the message
- Target audience: To whom is the message addressed
- Description/purpose: Which is the aim of the communication and what is expected to achieve
- Channel of communication: which channel is going to be used or has been used (e.g. email, booklets...)
- Frequency: How often is needed to communicate the specific information
- External/Internal: The type of the communication must be defined

## **V. ASSOCIATED DOCUMENTS**

D4.3-1 Communication record

D1.1-2 Record of needs and expectations of interested parties

P5.3 Emergency preparedness and response





Associated document:

**D4.3-1**

REV 0

## COMMUNICATION RECORD

Date	External/Internal	Channel of communication	Matter	Sender	Target Audience	Comments

Date:	Name:
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# HOTEL NAME

## P4.4 Documented information

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

## **I. PURPOSE**

The aim of this procedure is to establish a process for the review, distribution and implementation of documents that describe and control the EMS.

## **II. RESPONSIBILITY**

The Environmental Management Representative (EMR) is responsible for ensure that the EMS documents are formatted, identified and issued. Likewise, the EMR must ensure that the EMS documents are reviewed and approved and ensure that the necessary documents are accessible to appropriate personnel. Furthermore, he/she has to prevent the use of obsolete or invalid documents.

The Departmental Manager is responsible for the control of process or activity specific procedures and records.

## **III. DESCRIPTION**

It is required having controlled all the necessary documents for the implementation of ISO 14001 (e.g. procedures, policies, etc). All controlled documents are approved prior to issue and are marked with the revision number and date.

The EMR must remove the obsolete controlled documents from all points of issue and use. Furthermore, he/she will ensure that changes to controlled documents are understood, distributed and communicated to the affected function within the organization.

Therefore, all controlled documents must be listed on the D4.4-1 Master list of form. It shows the document name and number, the revision number and the date(s) of any revision and the person(s) imitating the revisions. The EMR shall be responsible for maintaining this list.

Likewise, any distributed document must be recorded (D4.4-2), indicating:

- The document number
- Revision number
- To whom or to where it has been distributed
- The distribution date
- In case of the document has been removed from the system, the EMS has to indicate when it has withdrawn on
- Who has been the responsible for the distribution and/or its removal

Finally, any external document has to be registered, indicating the document name, the source and the date.

## **IV. ASSOCIATED DOCUMENTS**

D4.4-1 Master list of forms

D4.4-2 Distribution list

D4.4-3 Master list of external documents

## MASTER LIST OF FORMS

Document / Form No.	Document / Form name	Revision no.	Date	Responsible
D1.1-1	SWOT analysis	0		
D1.1-2	Identification of needs and expectations of interested parties			
D2.1-1	Environmental policy	0		
D2.2-1	Personnel profiles	0		
D3.1-1	Risks and opportunities record	0		
D3.2-1	Identification and evaluation of environmental aspects	0		
D3.3-1	Compliance obligations record	0		
D3.4-1	Environmental objectives and planning action record	0		
D4.1-1	Maintenance programme and planning	0		
D4.1-2	Maintenance monitoring record	0		
D4.2-1	Training and awareness planning and evaluation	0		
D4.2-2	Training attendance sheet	0		
D4.2-3	Personnel form	0		
D4.3-1	Communication record	0		
D4.4-1	Master list of forms	0		
D4.2-2	Distribution list	0		
D4.4-3	Master list of external documents	0		
D5.1-1	Supplier evaluation form	0		
D5.1-2	Service provider/supplier performance assessment form	0		
D5.2-1	Operational control instructions	0		

D5.3-1	Emergency report & accident report	0		
D5.3-2	Emergency/drill record	0		
D6.1-1	Environmental performance	0		
D6.2-1	Audit planning	0		
D6.2-2	Internal audit checklist	0		
D6.2-3	Internal audit report	0		
D6.3-1	Top management annual review	0		
D7.1-1	Non-conformities record	0		
D7.1-2	Non-conformity and corrective actions report	0		

Date:	Name:
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## DISTRIBUTION LIST

Document no.	Document name	Revision no.	Distributed to
D1.1-1	SWOT analysis	0	EMR
D1.1-2	Identification of needs and expectations of interested parties	0	EMR
D2.1-1	Environmental policy	0	All the staff
D2.2-1	Personnel profiles	0	EMR
D3.1-1	Risks and opportunities record	0	EMR
D3.2-1	Identification and evaluation of environmental aspects	0	EMR
D3.3-1	Compliance obligations record	0	EMR
D3.4-1	Environmental objectives and planning action record	0	EMR
D4.1-1	Maintenance programme and planning	0	EMR & Operation Manager
D4.1-2	Maintenance monitoring record	0	EMR & Operation Manager
D4.2-1	Training and awareness planning and evaluation	0	EMR
D4.2-2	Training attendance sheet	0	EMR
D4.2-3	Personnel form	0	EMR
D4.3-1	Communication record	0	EMR
D4.4-1	Master list of forms	0	EMR
D4.2-2	Distribution list	0	EMR
D4.4-3	Master list of external documents	0	EMR
D5.1-1	Supplier evaluation form	0	EMR
D5.1-2	Service provider/supplier performance assessment form	0	EMR
D5.2-1	Operational control instructions	0	EMR
D5.3-1	Emergency report & accident report	0	EMR
D5.3-2	Emergency/drill record	0	EMR
D6.1-1	Environmental performance	0	EMR
D6.2-1	Audit planning	0	EMR
D6.2-2	Internal audit checklist	0	EMR
D6.2-3	Internal audit report	0	EMR
D6.3-1	Top management annual review	0	EMR
D7.1-1	Non-conformities record	0	EMR
D7.1-2	Non-conformity and corrective actions report	0	EMR

Date:	Name:
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REV 0

[illegible]

Date:	Name:
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# HOTEL NAME

## P5.1 Control of suppliers and contractors

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>



**I. PURPOSE**

The aim of this procedure is to describe the process for the evaluation, selection and monitoring of suppliers and the processes and controls for the purchase and verification of goods and services that may affect the environment.

**II. RESPONSIBILITY**

The Environmental Management Representative (EMR) is responsible for evaluating the selection of the suppliers and carrying out their performance assessment. Likewise, he/she must communicate the results of evaluation to suppliers.

**III. DESCRIPTION**

This procedure describes the evaluation and the performance assessment of the providers/suppliers.

The hotel shall give preference to those suppliers that have the ability to comply with the company's environmental requirements, primary on the basis of environmental accreditation (e.g. ISO 14001).

As part of the Environmental Management System, the EMR will conduct an initial assessment (D5.1-1) of the suppliers that may affect the environment that **HOTEL NAME** has. Likewise, when a new supplier is hired, the evaluation will be carried out.

The first three parts of this initial assessment will be completed by the supplier. Then, the EMR will conduct the overall evaluation:

- If the suppliers has a certified Environmental Management System it is an accredited supplier.
- If the answer to the questions is "yes" at least in 2 of them (considering only part 3) it is a conditional accredited supplier.
- If there is only one "yes" or all the questions are answered with a "no" it is a non-accredited supplier.

All the suppliers that the **HOTEL NAME** has should be accredited or conditional accredited suppliers.

On the other hand, the performance assessment form (D5.1-2) must be carried out periodically in order to monitor the suppliers with whom the hotel already works. This evaluation must be done by the EMR. Particularly, the EMR must conduct the evaluation performance of those supplier who have a conditional approval in the first assessment form.

**IV. ASSOCIATED DOCUMENTS**

D5.1-1 Supplier evaluation form

D5.1-2 Service provider/supplier performance assessment form

## SUPPLIER EVALUATION FORM

PART 1: SUPPLIER INFORMATION				
Company name:				
Contact person:				
Place of Business / Address:				
Phone:		Fax:		Email:
Details of the organization's scope of activity / products / services:				
Does the company belong to any Group of Companies?				
<input type="checkbox"/> No <input type="checkbox"/> Yes: _____				

PART 2: CONTRACTORS MANAGEMENT SYSTEM			
Contracts Management	Yes	No	Comments
Are interface mechanisms between the hotel and the supplier clear?			
Are terms and definitions clearly defined? (incl. payments terms and any unusual conditions)			
Does the supplier ensure that serving meets contractual requirements?			

### PART 3: ENVIRONMENTAL MANAGEMENT SYSTEM

Contracts Management	Yes	No	Comments
Does the supplier's organization have a recognized and independently certified Environmental Management System (i.e. ISO 14001)?			
Certification No.	Expiry Date:		
If NO, does the organization have a documented Environmental Policy?			
Does the organization have a documented work instructions / production / manufacturing procedures?			
Does the organization monitor and measure environmental performance (water consumption, energy consumption...)?			
Does the organization have a training programme to ensure competence and progression for the personnel?			
Does the organization meet the applicable environmental legal requirements?			
Does the organization segregate the different waste stream?			
Has the organization implemented any action aimed at reducing its environmental impacts: reducing electricity consumption, reducing other resource consumption, avoiding accidents such as spillages, etc			

<b>Name of Person completing this form:</b>		<b>Signature:</b>	
<b>Position held in Company:</b>		<b>Date:</b>	

**OVERALL EVALUATION**

- ☐ Accredited supplier (directly if the supplier has a certified Environmental Management System)
- ☐ Conditional accredited supplier (if the answer to the questions above is “yes” at least in 2 of them)
- ☐ Non-accredited supplier (there is only one “yes” or the answers to all the questions above is “no”).

<b>Signature of the EMR</b>		<b>Date</b>	
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## SERVICE PROVIDER/SUPPLIER PERFORMANCE ASSESSMENT FORM

<b>Provider/Supplier name:</b>	
--------------------------------	--

DEFINITIONS OF PERFORMANCE RATINGS				
<u>EXCEPTIONAL</u>	<u>SATISFACTORY</u>	<u>UNSATISFACTORY</u>	<u>N/A</u>	<u>INSUFFICIENT INFORMATION TO RATE</u>
Exceeds contractual requirements. The action taken by the provider/supplier met the contractual requirement and the scopes of services were accomplished	Meets contractual requirements. The actions taken by the provider/supplier were Satisfactory	Does not meet contractual requirements, and recovery is not likely in a timely manner. The provider/supplier's corrective actions appear or were ineffective	Not Applicable	There is not sufficient information to rate performance

PERFORMANCE RATING		COMMENTS
Work performed in compliance with contract terms	<input type="checkbox"/> Exceptional <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Materials, supplies, products and equipment provided as required?	<input type="checkbox"/> Exceptional <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Timeliness of work	<input type="checkbox"/> Exceptional <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Customer service	<input type="checkbox"/> Exceptional <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Quality of work	<input type="checkbox"/> Exceptional <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Communication and Accessibility	<input type="checkbox"/> Exceptional <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Prompt and effective correction of situations and conditions	<input type="checkbox"/> Exceptional <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Documentation records, receipts, invoices and computer generated reports received in a timely manner in compliance with contract specifications	<input type="checkbox"/> Exceptional <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Environmental performance	<input type="checkbox"/> Exceptional <input type="checkbox"/> Satisfactory	

	<input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
--	--	--

#### OVERALL PERFORMANCE

- ☐ Exceptional  
☐ Satisfactory  
☐ Unsatisfactory

Responsible	Date	Signature
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# HOTEL NAME

## P5.2 Operational control

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

## I. PURPOSE

The purpose of this procedure is to establish and describe the process for determining, documenting and implementing operational control procedure associated with **HOTEL NAME**.

## II. RESPONSIBILITY

Departmental Managers are responsible for the:

- Control of operations, processes, activities and personnel within their Department.
- Identifying operational controls required to control process or activities where the absence of a control could lead to pollution or deviation from the environmental policy.
- Maintaining operational controls instructions or procedures.
- Establishing work instructions to control significant environmental impact and/or other activities requiring standardized procedures.
- Reviewing inspections and/or operational controls at planned intervals
- 

The Environmental Management Representative (EMR) is responsible for:

- Identifying processes and activities for operational control documentation needs.
- Providing support to the Departmental Managers to ensure that all applicable operational controls are identified and documented.
- Preparing and maintaining the list of departmental operational control measures on the **HOTEL NAME**.
- reviewing the operational control documents (work instructions) on annual basis, or more frequently, and make any necessary modifications, if physical or operational changes are made

## III. DEFINITIONS

Operational Controls: the means by which an organization controls and manages the activities, products and services associated with the significant environmental aspects.

Procedure: A documented method for completing an activity that emphasizes processes, practices materials or products that avoid, reduce or control pollution.

Work instructions: A set of specific and detailed instructions for performing a task or activity that avoids, reduces or controls pollution.

## IV. DESCRIPTION

Operational controls may be associated with compliance obligations including legal, regulatory or other requirements.

The hotel will determine and document the operational control measures that are necessary to control the significant environmental impacts during the operation of its services.

Documentation of the operational control must be recorded. It shall include:

- A description of the control measure or procedure
- Designation of responsibility for maintenance and inspection of the control
- In case that the control requires maintenance and inspection, a reference to the maintenance and inspection schedule and procedure

Work instructions will be reviewed with the responsible personnel and be poster in an appropriate location. Operational controls must be periodically maintained and evaluated.

## **V. ASSOCIATED DOCUMENTS**

D5.2-1 Operational control land planning

## OPERATIONAL PLANNING AND CONTROL

INDICATOR	UNIT	OPERATING CRITERIA	EXPLANATION	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4	TOTAL YEAR	ANY ACTION REQUIRED?
DATE:									
MANAGEMENT									
Environmental training	hours	At least XX hours per year.	The hotel should define a minimum hours of training related to environment per year.	Introduce the value					
Environmental complaints	units	0	The hotel should not receive any complaint related to their environmental impacts. If any complaint is received it must be recorded and addressed, but the objective must be not to have any environmental complaint.	Introduce the value					
Occupancy - Overnight stays	units	More than XXX. The minimum value must be defined by the hotel	It is important to monitor the overnight stays, because it could help us to understand the data. For example, if our electricity consumption has increased but our overnight stays have also increased, it could be an explanation and it could be OK.	Introduce the value					
OPERATION									
House keeping and cleaning	-	Housekeeping performance	The EMR will check in situ if house keeping is correctly done: waste segregation, energy and water efficiency, minimisation of chemicals use, etc.	OK or NOT OK?					
Kitchen	-	Kitchen performance	The EMR will check in situ if in the kitchen waste is segregated, energy and water are properly used, etc.	OK or NOT OK?					
Maintenance	-	No maintenance activites undone	It must be checked that the maintenance has been done as indicated in the maintenance programme. The maintenance record must include all the activities and frequencies indicated in the maintenance programme.	OK or NOT OK?					
Electricity consumption	kWh	Less than XXX. The hotel must define an acceptable maximum consumption.	The hotel should define a maximum acceptable electricity consumption per quarter. The performance under this value will be considered as good performance. In case the maximum value is exceeded the EMR will assess the data, taking into account other parameters such as the turnover or the occupancy, and consider if the definition of a planning action is required.	Introduce the value					
Fuel consumption	l	Less than XXX. The hotel must define an acceptable maximum consumption.	The hotel should define a maximum acceptable fuel consumption per quarter. The performance under this value will be considered as good performance. In case the maximum value is exceeded the EMR will assess the data, taking into account other parameters such as the turnover or the occupancy, and consider if the definition of a planning action is required.	Introduce the value					
Natural gas consumption	m3	Less than XXX. The hotel must define an acceptable maximum consumption.	The hotel should define a maximum acceptable natural gas consumption per quarter. The performance under this value will be considered as good performance. In case the maximum value is exceeded the EMR will assess the data, taking into account other parameters such as the turnover or the occupancy, and consider if the definition of a planning action is required.	Introduce the value					
Water consumption	kg	Less than XXX. The hotel must define an acceptable maximum consumption.	The hotel should define a maximum acceptable water consumption per quarter. The performance under this value will be considered as good performance. In case the maximum value is exceeded the EMR will assess the data, taking into account other parameters such as the turnover or the occupancy, and consider if the definition of a planning action is required.	Introduce the value					
Waste management	-	Waste must be properly segregated	The EMR will check in situ if the waste is being properly segregated, for its management and treatment.	OK or NOT OK?					

Each hotel must define the minimum or maximum acceptable value for the indicators. Those minimum or maximum values indicate the limit where the hotel would not have a good performance. Thus, if the hotel is under the maximum value or above the minimum value it is assumed that the operation of the hotel is correct.

We suggest the EMR to check and fill out this form every 3 months (quarterly). They should get useful information in D6.1-1 Environmental performance, D4.1-1 Maintenance programme and planning, D4.1-2 Maintenance monitoring record, D4.2-1 Training and awareness planning and evaluation, D4.2-2 Training attendance sheet, site inspection, etc.

In case the performance of some indicator does not meet the operating criteria, the EMR will assess the situation and consider if the planning action is required.

# HOTEL NAME

## P5.3 Emergency preparedness and response

Revision No: 0

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

**I. PURPOSE**

The purpose of this procedure is to describe the **HOTEL NAME's** methodology for (i) the identification and assessment of potential emergencies, (ii) its preparedness and response procedure for potential accidents and emergency situations that give rise to significant environmental impacts and (iii) the documentation and communication of emergency procedures.

**II. RESPONSIBILITY**

The Top Management has to define an Emergency Team. The Emergency Team and the Environmental Management Representative (EMR) shall prepare an Emergency Plan to minimise the likelihood of accidents and emergency situations. When emergency incidents occur, the Emergency Team is responsible for the execution of the appropriate emergency procedures.

The Emergency Team and the EMR shall arrange appropriate drills at various department/ areas and ensure that the requirements of the emergency procedure are communicated to all staff and are implemented.

The EMR shall review the suitability and effectiveness of the emergency procedures after each accident or emergency situation.

All staff of **HOTEL NAME** shall be familiar with the emergency procedures and follow them in case of accidents or emergency situation.

**III. DEFINITIONS**

Environmental Emergency: An urgent event or occurrence associated with **HOTEL NAME** operations that either causes or has the potential to cause a negative impact to its surroundings and/or degradation of human health resulting in the need for immediate response.

**IV. DESCRIPTION**

The Top Management, the EMR and all Departmental Head will identify the potential for an emergency situation in order to respond and prevent or mitigate any adverse environmental consequences. They have to identify dangers, take proactive steps to prevent emergency incidents, and complete tasks in preparation for emergencies.

The hotel's emergency plan will consist of the following documents:

1. Certification occupancy
2. Evacuation routes and assembly points definition and maps
3. Maintenance certification for fire extinguishers and other fire protection equipment
4. D5.3-1 Emergency drill record

**5. D5.3-2 Emergency report**

The hotel must have these documents.

The EMR shall communicate to all employees and other who may be affected about evacuation routes and assembly points. Therefore, the EMR and all Departmental Head shall train **HOTEL NAME** staff and Emergency Team on the procedures described.

The Departmental Heads and involved staff shall identify the root causes and any preventive actions in case of an accident. Each accident or any emergency situation, should be reported by completing the *D5.3-1 Emergency report & accident report*. After, the EMR will review it in order to take the preventive actions needed.

The Emergency Team and the Departmental Heads shall carry out emergency drill and periodic testing procedures. They have to complete the *D5.3-2 Emergency/drill record* for the EMR to review.

The Top Management, the Emergency Team, the all Departmental Head and the EMR shall review the suitability, adequacy and effectiveness of the emergency plan after each accident or emergency situation and revise the emergency plan as necessary.

The EMR shall maintain documentation on emergency response and preparedness, and emergency incidents.

**V. ASSOCIATED DOCUMENTS**

D4.2-2 Training and awareness planning and evaluation

D4.2-3 Training attendance sheet

D5.3-1 Emergency report & accident report

D5.3-2 Emergency/drill report

Certification occupancy

Evacuation routes and assembly points definition and maps

Maintenance certification for fire extinguishers and other fire protection equipment

## EMERGENCY / ACCIDENT REPORT

Date of the accident: \_\_\_\_\_ Time: \_\_\_\_\_

Location: \_\_\_\_\_

Type of accident: \_\_\_\_\_

Detailed Description of the Accident:

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Responses / Corrective Actions:

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Possible Causes of the Accident:

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Suggested Preventive Measures:

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Submitted by:		Position:	
Signature:		Date:	



## EMERGENCY DRILL REPORT

<b>Date of Emergency Drill</b>	
<b>Type of Emergency Drill</b>	<input type="checkbox"/> Fires, explosions <input type="checkbox"/> Chemical spillage or leakage <input type="checkbox"/> Accidents as a result of equipment failure
<b>Department/Section</b>	
<b>Starting time</b>	
<b>Completion time</b>	
<b>Number of participants</b>	
<b>Suggestion items</b>	
<b>Action plan</b>	

Prepared by: \_\_\_\_\_

Date: \_\_\_\_\_

Function / Department Manager

# HOTEL NAME

## P6.1 Environmental performance

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

**I. PURPOSE**

The aim of this procedure is to describe the requirements for monitoring the environmental performance of the **HOTEL NAME**.

**II. RESPONSIBILITY**

The Environmental Management Representative (EMR) shall define the monitoring requirements and evaluation of environmental performance of the hotel. The EMR may need the collaboration of other resources, such as Operation Manager, Purchase Manager, etc.

**III. DEFINITIONS**

Environmental performance: it is the measurable result (quantitative or qualitative) of the organization, related to the management of its environmental aspects.

**IV. DESCRIPTION**

The EMR will annually review the list of indicators to be measured and periodicity in order to evaluate the environmental performance.

The EMR will also define some performance criteria, which should be related to performance improvement.

The EMR and the Departmental Managers will agree about how often each indicator will be monitored and recorded, but Environmental Performance record (D6.1-1) will be at least filled out every six months.

At the end of the year, they should evaluate the results, assessing if the result achieved complies with the performance criteria. When evaluating the results, the EMR will also take into account the results of the previous year, in order to check if the performance is improving or not. The comparison will always be done between relative values (absolute values/production). The production in the hotel is defined as the number of overnight stays during one year.

The **HOTEL NAME** shall record the results of the periodic evaluation of compliance and shall be considered at the management review.

**V. ASSOCIATED DOCUMENTS**

D6.1-1 Environmental performance  
D7.1-1 Non-conformities record

## ENVIRONMENTAL PERFORMANCE

				SEMESTER 1						SEMESTER 2						CURRENT YEAR			PREVIOUS YEAR			Evaluation
				QUARTER 1			QUARTER 2			QUARTER 3			QUARTER 4									
Category	Indicator	Unit	Performance criteria	Jan	Feb	Mar	Abr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL ABSOLUTE VALUE	OVERNIGHT STAYS	RELATIVE VALUE	TOTAL ABSOLUTE VALUE	OVERNIGHT STAYS	RELATIVE VALUE	
Management	Training hours in environmental issues	hours														0		#iDIV/0!			#iDIV/0!	
Management	Percentage of green procurement	%														0		#iDIV/0!			#iDIV/0!	
Management	Investment in SCP practices, green technology...	UGX														0		#iDIV/0!			#iDIV/0!	
Management	Meetings with interested parties	number														0		#iDIV/0!			#iDIV/0!	
Operation	Water consumption	m3														0		#iDIV/0!			#iDIV/0!	
Operation	Electricity consumption	kWh														0		#iDIV/0!			#iDIV/0!	
Operation	Fuel consumption	l														0		#iDIV/0!			#iDIV/0!	
Operation	Natural gas consumption	m3														0		#iDIV/0!			#iDIV/0!	
Operation	Wood consumption	kg														0		#iDIV/0!			#iDIV/0!	
Operation	Charcoal consumption	kg														0		#iDIV/0!			#iDIV/0!	
Operation	Paper consumption	kg														0		#iDIV/0!			#iDIV/0!	
Operation	Plastic waste	kg														0		#iDIV/0!			#iDIV/0!	
Operation	Glass waste	kg														0		#iDIV/0!			#iDIV/0!	
Operation	Organic waste	kg														0		#iDIV/0!			#iDIV/0!	
Operation	Waste water	kg														0		#iDIV/0!			#iDIV/0!	
																0		#iDIV/0!			#iDIV/0!	
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Date:	Name:
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The list of indicators is an example. Each hotel can modify the list and delete or include some, mainly with regards to "Management indicators". The list of "Operation indicators" can also be modified, for example because wood is not consumed in the hotel.

The hotel has to define a performance criteria for each indicator, and these criteria are usually related with a performance improvement. Example: *increase the number of green products purchased, participation in local and regional environmental forums, decrease the amount of waste generated, increase the percentage of waste reused and recycled, etc.*

Each hotel has to decide how often will monitor each indicator. Our suggestion is to monitor the "Management indicators" every 3 or 6 months, and to monitor "Operation indicators" monthly.

At the end of the year, the results should be evaluated. Has the result achieved comply with the performance criteria? Short explanations should be provided: results achieved, main reasons/causes, identification of potential risks and opportunities...

# HOTEL NAME

## P6.2 Internal audit

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

## I. PURPOSE

The aim of this procedure is to describe the procedure for planning, performing and documenting periodic internal audits to verify that HOTEL NAME's activities are in compliance with its EMS and to determine if the EMS has been implemented properly.

## II. RESPONSIBILITY

The Top Management shall approve the audit planning, ensure that audit results are reviewed during management review meeting, and recommend EMS improvement actions based on the audits results.

The Environmental Management Representative (EMR) shall prepare the audit planning, coordinate internal audits, review the audits results and ensure that corrective actions are taken by the relevant parties.

Internal auditors shall conduct the audit activities as assigned by the EMR.

Departmental Managers shall assist the audit activities as required review audit result and respond to non-conformities as required.

## III. DEFINITIONS

Internal audit: systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the EMS audit criteria set by the hotel is fulfilled.

Auditor: a qualified and trained individual who is authorized to perform specific EMS functions.

Evidence: policies, procedures, annual reports and other documents and records that objectively demonstrate conformance with the EMS criteria.

## IV. DESCRIPTION

Environmental Management System audits are completed annually for all departments within the scope of the EMS. EMS audits are conducted to review and determine if each element of the EMs is functioning as expected each year.

Audits are conducted to:

- Determine if the EMS conforms to the criteria of the ISO 14001 standard and the HOTEL NAME EMS procedures.
- Determine if the EMS has been properly implemented and maintained.
- Determine if the EMS is effectively achieving planned results
- Provide information on the implementation and performance of the EMS to management.

The EMR shall prepare and Audit plan, which specifies the audit schedule, the scope of audit and allocation of auditors. The Top Management shall approve the audit plan. The audit frequency shall be based on the environmental importance of the activities concerned,

significant aspects, compliance obligations and objective and targets. In addition, the results of previous audits including non-conformities and corrective actions.

All auditors shall be qualified on the receipt of EMS auditing training. To assure the objectivity and impartiality of the audit process:

- Non-conformities must be based on evidence.
- Record of the audit shall indicate evidence of conformity with the audit criteria
- Records shall indicate what was audited, who was interviewed (job description) and what documents and records were reviewed.

The auditor shall prepare an Audit Checklist for the areas to be audited. Internal EMS audits may include an opening meeting and a closing meeting. In the closing, preliminary audit result shall be presented to the representatives of the audited department.

The auditee shall identify the causes of non-conformities and decide the appropriate corrective actions to be implemented.

The EMR shall summarize the audits results in an Internal Audit Report for review at the Management Review. The audits results shall form the basis to identify and recommend EMS improvement actions.

The EMR shall maintain all audits records.

## **V. ASSOCIATED DOCUMENTS**

D6.2-1 Audit planning

D6.2-2 Internal audit checklist

D6.2-3 Internal audit report

D7.7-1 Non-conformities record

D7.1-2 Non-conformity and corrective actions report

[illegible]



Improvement	Non-conformities and corrective actions	EMR														6 months
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**Date**

**Responsible**

**Signature**

## INTERNAL AUDIT CHECKLIST

This internal assessment will evaluate the compliance of the Environmental Management System with ISO 14001:2015.

QUESITON	RESPONSE	REMARKS / EVIDENCE
<b>1. CONTEXT OF THE ORGANIZATION</b>		
Has the organization established and maintained an EMS consistent with the requirements contained in ISO 14001?		
Is defined the scope of the EMS?		
Is the analysis of the context of the organization carried out?		
Are interested parties identified?		
<b>2. LEADERSHIP</b>		
<b>2.1. Environmental policy</b>		
Has Top Management defined the hotel's environmental policy?		
Is the environmental policy appropriate to the nature, scale and environmental impacts of organization's activities or services?		
Does the environmental policy include a commitment to continual improvement and prevention of pollution?		
Does the environmental policy include a commitment to comply with relevant environmental requirements and regulations and with other requirements to which the organization subscribes?		
Does the environmental policy provide a framework for setting and reviewing environmental objectives and targets?		
Is the environmental policy documented, implemented and maintained and communicated to all employees?		

Is the environmental policy available to the public?		
<b>2.2. Organizational roles, responsibilities and authorities</b>		
Has the organization defined, documented and communicated the roles, responsibilities and authorities to facilitate effective environmental management?		
Has the organization's top management apportioned a specific management representative who irrespective of other responsibilities, has defined roles, responsibilities and authority to: Ensure that the Environmental Management System (EMS) requirements are established, implemented and maintained in the accordance with the International Standard.		
<b>3. PLANNING</b>		
<b>3.1. Environmental aspects</b>		
Has the organization established and maintained a procedure to identify the environmental aspects of its activities or services that it can control and over which it can be expected to have an influence?		
Has the organization determined which of its aspects have a significant impact on the environment?		
Has the organization ensured that its aspect and related significant impacts are considered in setting its environmental objectives?		
Does the organization periodically update information regarding its aspects and significant impacts?		
<b>3.2. Compliance obligations</b>		
Has the organization established and maintained a procedure to identify and have access to legal and other requirements to which the organization subscribes, that are applicable to the environmental aspects of its activities and services?		

3.3. Objectives and targets		
Has the organization established and maintained documented environmental objectives and targets, at each relevant function and level within the organization?		
Has the organization, when establishing and reviewing its objectives, considered: <ul style="list-style-type: none"> <li>- The legal and other requirements?</li> <li>- Its significant environmental aspects?</li> <li>- Its technological options?</li> <li>- Its financial, operational and business requirements?</li> <li>- The view of interested parties?</li> </ul>		
Are the organization's objectives and targets consistent with its environmental policy, including the commitment to the prevention of pollution?		
Has the organization established and maintained planning actions for achieving its objectives and targets?		
Do planning actions designate responsibility for achieving objectives and targets at each relevant function and level of the organization?		
Do planning actions define the means and timeframe by which they are to be achieved?		
Are planning actions reviewed and changed when appropriate if new or modified activities or services implemented in the organization?		
4. SUPPORT		
4.1. Identification of resources		
Has the organization established maintenance programmes and planning actions?		
4.2. Competence, training and awareness		
Has the organization identified the training needs for all personnel whose work may create a significant upon		

the environment?		
Has the organization make employees aware of the importance of conformance with the environmental policy and procedures and with the requirements of the EMS?		
Has the organization make employees aware of the significant environmental impacts of their activities and the environmental benefits of improved personal performance?		
Has the organization make employees aware of their roles and responsibilities in achieving conformance with the environmental policy and procedures and with the requirements of the EMS, including emergency preparedness and response requirements?		
<b>4.3. Communication</b>		
Regarding its environmental aspects and EMS, has the organization established and maintained procedures to ensure: <ul style="list-style-type: none"> <li>- Internal communication between the various level and functions of the organization?</li> <li>- Proper receiving, documenting and responding to relevant communication from external interested parties?</li> </ul>		
<b>4.4. Documented information</b>		
Has the organization established and maintained procedures for controlling all documents/records required by the ISO 14001?		
Are the required documents/records reviewed, revised as necessary and approved for adequacy by authorized personnel?		
The current versions of relevant documents are available at all locations where operations essential to the effective functioning of the EMS are performed?		

Are obsolete documents removed from all points of issue?		
Are the organization's documents/records legible, dated and readily identifiable, maintained in an orderly manner and retained for a specific period?		
Has the organization established and maintained procedures and responsibilities concerning the creation and modification of the various types of documents?		
<b>5. OPERATION</b>		
<b>5.1. Operational control</b>		
Has the organization identified those operations and activities that are associated with the identified significant environmental aspects in line with its policy, objectives and targets?		
<b>5.2. Emergency preparedness and response</b>		
Has the organization established and maintained procedures to identify potential for and respond to accidents and emergency situations, and for preventing and mitigating environmental impacts that may be associated with them?		
Has the organization reviewed and revised, where necessary, its emergency preparedness and response procedure, in particular, after the occurrence of accidents or emergency situation?		
Has the organization tested such procedures?		
<b>6. PERFORMANCE EVALUATION</b>		
<b>6.1. Monitoring and measurement</b>		
Has the organization established and maintained documented procedures to monitor and measure, on a regular basis, the key characteristic of its operation and activities that can have a significant impact on the		

environment?		
Does the monitoring and measurement include the recording of information to track performance, relevant operation controls and conformance with the organization's environmental objectives and targets?		
Has the organization established and maintained a documented procedure for periodically evaluating compliance with relevant legislation and regulations?		
<b>6.2. Internal audit</b>		
Has the organization established and maintained program(s) and procedure(s) for periodic Environmental Management System audits to be carried out in order to determine if the Environmental Management System fulfils the requirements of the International Standard?		
Is the organization's audit program, including any schedule, based on the environmental importance of the activity concerned and the results of previous audits?		
Do the audit procedure cover the audit scope, frequency and methodologies as well as the responsibilities for conducting and reporting results?		
<b>6.3. Management review</b>		
Does the organization's top management, at intervals it determines, review the Environmental Management System to ensure its continuing suitability and effectiveness?		
Does the management review process ensure that the necessary information is collected to allow management to carry out this evaluation?		
Are the management reviews documented?		
Does each management review address the possible need for changes		

of the: <ul style="list-style-type: none"> <li>- Environmental Management System audit results?</li> <li>- Changing circumstances?</li> <li>- The commitment to continual improvement?</li> </ul>		
<b>7. IMPROVEMENT</b>		
<b>7.1. Non-conformance and corrective actions</b>		
Has the organization established and marinated procedures for defining responsibility and authority for handling and investigating non-conformance, taking action to mitigate any impacts caused and for initiating and completing corrective actions?		
When a corrective action is taken to eliminate the causes of the non-conformances, are they appropriate to the magnitude or problems and commensurate with the environmental impact encountered?		
Has the organization implemented and recorded any changes in the documented procedures resulting from corrective action?		

<b>Completed by:</b>	<b>Date:</b>



## INTERNAL AUDIT REPORT

### 1. Scope of the audit

*Please include the audited areas and audited people*

### 2. Audit findings

#### 2.1. Context of the organization

#### 2.2. Leadership

#### 2.3. Planning

#### 2.4. Support

#### 2.5. Operation

## **2.6. Performance evaluation**

## **2.7. Improvement**

## **3. Non-conformances**

## **4. Observation and Opportunities for improvement**



Associated document:

**D6.2-3**

REV 0

**Type of Audit:** Internal audit

**People audited**

**Audit dates:**

**Report Date:**

**Auditor:**

**Signature:**

# HOTEL NAME

## P6.3 Management review

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

## **I. PURPOSE**

The aim of this procedure is to establish, implement & maintain a procedure for conducting Management Review of Environmental Management system established in line with ISO 14001:2015

## **II. RESPONSIBILITY**

The Top Management is accountable to conduct Management Review meeting. Furthermore, it is responsible for providing feedback to the EMR and Departmental Managers on the suitability, adequacy and effectiveness of the EMS.

The Environmental Management Representative (EMR) is responsible for scheduling and conducting the Management Review meeting annually. In addition, he/she is responsible for providing data on objectives and targets, training and other EMS information to be included in the Management Review. The EMR shall also gather data for Departmental Management Reviews.

## **III. DESCRIPTION**

Management Review meeting are held annually to ensure the adequacy, effectiveness and continued suitability of the Environmental Management System.

It is required to document this Management Review meeting and record the attendants. All relevant observations, conclusions and recommendations should be clearly documented in the meeting minutes.

At minimum, the Management review shall include the following points:

- Results of the Environmental Management System audits
- Evaluations of compliance with legal requirements and other requirements
- Evaluation of significant environmental aspects
- Suitability, adequacy and effectiveness of communication from interested parties (internal and external)
- Suitability, adequacy and effectiveness of the environmental performance
- Suitability, adequacy and effectiveness of objectives and targets
- Suitability, adequacy and effectiveness of non-conformities and corrective actions
- Suitability, adequacy and effectiveness of training efforts
- Result of any action items from the previous meeting
- Providing direction for changes needed to the EMS
- EMS meeting summaries

## **IV. ASSOCIATED DOCUMENTS**

D3.2-1 Identification and evaluation of environmental aspects

D3.3-1 Compliance obligations record

D3.4-1 Environmental objectives and planning action record

D6.1-1 Environmental performance

D6.2-3 Internal audit report

D7.1-2 Non-conformity and corrective actions report

D6.3-1 Top Management annual review

## TOP MANAGEMENT ANNUAL REVIEW

Period that includes the revision:	Date of the review:
------------------------------------	---------------------

### 1. Agenda

- Outputs from the previous Management Review
- Results of the internal and external audits
- Compliance with legal requirements
- Evaluation of environmental aspects
- Communication from interested parties
- Environmental performance
- Environmental objectives
- Non-conformities and corrective actions
- Training
- Summary and conclusions

### 2. Results

**3. Attendees**

<u>Last name</u>	<u>First Name</u>	<u>Position</u>

**Date****Autor****Signature**



# HOTEL NAME

## P7.1 Non-conformity and corrective action

Revision No:

Date:

### Revision History

<u>Revision Date</u>	<u>Description</u>	<u>Sections Affected</u>	<u>Revised by</u>	<u>Approved by</u>

**I. PURPOSE**

The aim of this procedure is to establish the process to identify, track, investigate and correct non-conformities within the **HOTEL NAME**.

**II. RESPONSIBILITY**

The Top Management is responsible for reviewing the non-conformities and the status of corrective actions.

The Environmental Management Representative (EMR) is responsible for receiving, investigating and responding to non-conformities. The EMR shall also delegate responsibility for dealing with specific problems to specific individuals (e.g. Departmental Managers). In this case, these individuals are responsible for the development and implementation of the corrective actions and the EMR must follow up them.

**III. DEFINITIONS**

Non-conformity: Non-fulfilment of a requirement of the Environmental Management System (EMS)

Corrective action: it is a reactive process used to address problems after they have occurred.

**IV. DESCRIPTION**

When a non-conformity occurs, the Environmental Management Representative must complete the non-conformities record (D7.1-1). In that record the following should be addressed:

- The non-conformity number
- In which date has been detected the non-conformity
- Description of the non-conformity
- The origin of the non-conformity
- In which department has been detected the non-conformity
- Who has detected the non-conformity

After the identification of the non-conformity, the EMR must complete the non-conformity and corrective actions report.

In the report the causes of the non-conformity will be identified. In addition, a corrective action will be implemented and its effectiveness will be evaluated.

**V. ASSOCIATED DOCUMENTS**

D7.1-1 Non-conformities record

D7.1-2 Non-conformity and corrective actions report



Associated document:

**D7.1-1**

REV 0

## NON-CONFORMITIES RECORD

	Non-conformity no.	Date of detection	Description	Origin	Department	Detected by
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						

## NON-CONFORMITY AND CORRECTIVE ACTIONS REPORT

Non conformity n°		Date of detection:	
Department where NC is found:		Detected by:	
<b>1. Non-conformity raised as a result of:</b>			
<input type="checkbox"/> Internal Audit <input type="checkbox"/> Process non-conformity <input type="checkbox"/> Customer complaint <input type="checkbox"/> Suggestion (improvement) <input type="checkbox"/> Others: _____			
<b>2. Description of the non-conformity</b>			
<b>3. Cause of the non-conformity (the investigation shall be conducted by the department or area where the non-conformity was found)</b>			
Investigated by:		Date:	
<b>4. Corrective action</b>			
Proposed by:	Date:	Implementation date:	
<b>5. Follow up of implementation corrective action taken</b>			
The corrective action is: <input type="checkbox"/> Implemented <input type="checkbox"/> Not implemented			

Remarks:	
Signature:	Date:
<b>6. Verification of effectiveness of implemented corrective action</b>	
The corrective action is: <input type="checkbox"/> Effective <input type="checkbox"/> Not effective	
Remarks:	
Signature:	Date: