



IATA Environmental Assessment

Standards Manual for
Remote Assessments
Edition 3.6

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RECORD OF REVISIONS

EDITION NUMBER	ISSUE DATE	EFFECTIVE DATE
Edition 1	1 June 2014	1 June 2014
Edition 2	1 February 2014	1 February 2014
Edition 3.5	1 October 2017	1 January 2018
Edition 3.6	1 March 2020	1 May 2020
Edition 3.6 for Remote Assessments	1 July 2020	1 May 2020



REVISION HIGHLIGHTS

The following table provides a brief description of the most significant changes contained in this IEnvA Standards Manual. It is not intended to indicate every editorial change (e.g. typographical correction, formatting improvement), but should any discrepancy exist, the contents of this manual have precedence over this table.

IESM Ed. 3.6 Revision Details	
Description of Significant Changes	
IESM Edition 3.6 Draft 3 Release	"Assessor Actions" added to each ESARP in the IESM. See Annex A for changes to the ESARPs.
IESM Edition 3.6 Draft 4	<ol style="list-style-type: none"> 1. Reviewed and updated all "Introduction and Purpose" Sections. 2. New term definitions (words are capitalized) <ol style="list-style-type: none"> a. Leadership b. Risks and Opportunities c. Internal and External Influences d. Stakeholders and Interested Parties e. Needs and Expectations of Stakeholders and Interested Parties 3. New Core and Core+ Scope definition 4. Section 3 (PLN) is now called "Environmental Management Plans". 5. ENG 5.02 simplified the wording of the Standard 6. ENG 5.06, ENG 5.07, ENG 5.09 Assessor Actions changed from "Implemented" to "Documented"
IESM Edition 3.6 Draft 5	<p>Removed "Background and Basis" from each section and added to introduction section</p> <p>LED 1.03: Removed Documented Assessor Actions. LED 1.03: "ESARP" changed to "Standard" LED 1.05 S1: Improved wording for Assessor Actions LED 1.06 S1: Added third point in assessor actions to align with Standard CXT 2.01 S1: Changed Ground Operations to Ground Handling CXT 2.01 S1: Replaced old Scope with new requirements as per EOCT/3 CXT 2.09 S1: Improved wording for Documented Assessor Actions CXT 2.09 S1: "commercial flight operations" changed to Flight Operations PLN 3.06: Improved wording for the Standard PLN 3.06: Improved the Assessor Actions based on new definitions SYS 4.23: "will" replaced with "shall" ENG 5.01 S1: Removed RP from Documented Assessor Actions ENG 5.02 S1: Removed RP from Documented Assessor Actions ENG 5.03 S1: Removed RP from Documented Assessor Actions ENG 5.03 S1: Improved wording of Assessor Actions ENG 5.03 S1: Simplified Implemented Assessor Actions wording REV 7.01: "Review and update" replaced with "maintain" REV 7.01: Removed the requirement for 24 month reviews to "as required" REV 7.02: Removed the requirement for 24 month reviews to "as required" REV 7.04: Removed the requirement for 24 month reviews to "as required" REV 7.01: "review" replaced with "maintain"</p>

	<p>REV 7.05: Removed RP from Documented Assessor Actions</p> <p>REV 7.06 "findings" replaced with "results" referring to assessment outcomes</p> <p>REV 7.16: subpoint (g) added reference to Standard</p> <p>REV 7.16: Removed RP from Documented Assessor Actions</p> <p>IMP 8.02: Removed RP from Documented Assessor Actions</p> <p>IMP 8.04: Removed RP from Documented Assessor Actions</p> <p>IMP 8.06: Removed RP from Documented Assessor Actions</p> <p>Removed Annex for changes from Draft 1 and Draft 2</p>
IESM Edition 3.6 Draft 6	<p>Removed numbering introduction sections</p> <p>Abbreviations, Acronyms, Definitions added 18 new terms and definitions</p> <p>Requirements and Guidance replaced with Requirements</p> <p>SYS 4.12 S1: Split up into two Standards, new Standard: SYS 4.11 S1</p> <p>SYS 4.11 S1 new standard split off from SYS 4.12 S1</p>
IESM Edition 3.6 Draft 7	<p>SYS 4.19 now an RP – "shall" becomes "should"</p> <p>REV 7.08 now an RP – "shall" becomes "should"</p> <p>SYS 4.23 "changes affective the Operator" removed and "The arrangements required to conduct the audit" removed</p> <p>PLN 3.14 now requires operational control for staff working on behalf of the Operator (and not documented requirements).</p>
IESM Edition 3.6 Draft 9	<p>EOC/17 Changes</p> <ol style="list-style-type: none"> 1. Scope updated according to EOC/17 2. Continual Improvement added to LED 1.03 3. Minimization of pollution added to LED 106 4. CXT 2.01 simplified and dropped the a b c. 5. S1 added to PLN 3.01 6. PLN 3.04 spelling error fixed 7. " relevant" removed – grammar improved. 8. SYS 4.05 grammar improved 9. CXT and SYS fixed (not in track) 10. SYS 4.04 Assessor actions aligned with Standard. 11. ACT 6.09 Assessor actions aligned with Standard.
IESM Edition 3.6 Draft 10	<p>SGS Changes (in track)</p> <ol style="list-style-type: none"> 1. PLN 3.05 added in "against criteria" 2. PLN 3.5 added in subpoint h 3. PLN 3.06 added in "...activities and process which are associated with..." 4. PLN 3.14 now "<i>The Operator shall document the competency requirements for persons working for, or on behalf of the Operator that can effect</i> <ol style="list-style-type: none"> a) <i>the performance of the IEnvA System,</i> b) <i>the Operator's ability to control its environmental aspects,</i> c) <i>the Operator's ability to comply with its Compliance Obligations, or</i> d) <i>the Operator carrying out emergency response plans as documented in SYS 4.21.</i> 5. SYS 4.05 S1 added in "...internal and external..." 6. SYS 4.11 S1 added in "...documented and implemented..." 7. SYS 4.20 removed subpoint and added to NOTE area. Added " ... and its Risks and Opportunities." To the body of standard. 8. ENG 5.01 S1 added in "...persons working under is control and relevant Stakeholders and Intersted Parties."
IESM Edition 3.6	<p>Added additional section specifically for remote assessment requirements.</p> <p>Added "Remote" Assessor Actions to selected ESARPS</p>



IESM Edition (remote)	This document. Changes are tracked in a separate document. Added additional requirements for remote assessments.
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INTRODUCTION

Purpose

The IEnvA Standards Manual (IESM) is published to provide the Environmental Standards, associated guidance material, practical examples and other supporting information necessary for an Operator to successfully prepare for an IEnvA Assessment.

The IESM describes the minimum assessment criteria to be utilized by an Environmental Assessment Organizations (EAOs) when conducting an assessment on behalf of IATA, to determine compliance with the IEnvA Standards.

Structure

The sections in the IESM are organized as follows:

Section 1 – Leadership (LED)

Section 2 – Context and Understanding (CON)

Section 3 – Environmental Management Plans (PLN)

Section 4 – System and Documentation (SYS)

Section 5 – Engagement (ENG)

Section 6 – Action (ACT)

Section 7 – Review (REV)

Section 8 – Improvement (IMP)

Examples of IESM Documents and Forms

Certain IESM documents and forms may be depicted in this manual for the illustrative purpose of providing examples. Some, or all, of these published examples may have subsequently undergone revision, and thus may not be the current version of the document and/or form in use for Program activities.

IESM Documentation

This IESM Manual, used in association with the following related manuals, together comprise the IESM documentation system:

1. IEnvA Program Manual (IEPM);
2. IATA Reference Manual for Audit Programs (IRM)



English Language

English is the official language of the IEnvA Program, and the IESM documentation is written in “international” English, using the Merriam-Webster dictionary as the basis (refer to M-W online at the following internet address: <http://www.merriam-webster.com>).

Software Platform

The IATA Standard software platform for IEnvA Program documentation development and delivery, is the Microsoft Windows Office® suite of software applications. Any document automation using macros (e.g. within MS Word® or MS Excel®) may not perform as originally designed when using any other type of platform.

Manual Revision

IATA will publish revisions to this manual to ensure the content remains current and meets the needs of the IEnvA Program.

1. During a regular revision cycle:
 - a. a change to the IESM will always result in a new Edition of the manual.
 - b. the cover of the IESM will indicate the Edition’s effectivity date, while the footer of the pages within will indicate the Edition number and the published date.
 - c. A revision to the IESM becomes effective on the first day of the third month following the month the revision is published (e.g. a revision published in October 2016 is effective on January 2017).
2. During a short revision cycle, where a rapid change to this manual is required:
 - a. a Temporary Revision (TR) will be issued to the IESM;
 - b. The TR will indicate:
 - i. a unique reference number linking it to the appropriate Edition;
 - ii. an IESM reference number associated with the content requiring change;
 - iii. a clear effectivity date;
 - iv. the signature and date of the approving authority.

Manual Approval Cycle

1. IATA will internally draft any required changes, in consultation with applicable parties, if necessary.
2. IATA will determine if consultation is required for any necessary changes. If consultation is sought, it will be arranged with the IEnvA Oversight Council. No defined consultation period exists and consultation times will be determined according to necessary changes required.
3. Agreed changes by the IEnvA Oversight Council will be incorporated by IATA for final approval;
4. Final approval is by the Director, Aviation Environment.



Content Changes

1. A published revision to this manual will contain a revision bar (e.g. |) in the left margin, indicating the adjacent information has been changed.
2. A new edition will be accompanied by a Revision Highlights table that will highlight only the significant changes made. It is incumbent on the reader to review every section in detail to familiarize themselves with any detailed changes.

Conflicting Information

1. Manuals within the IEnvA documentation system are not revised concurrently, thus creating the possibility of conflicting information in different manuals.
2. In the case of conflicting information in different IEnvA manuals, the information contained in the manual with the most recent revision date can be presumed to supersede any previous revision date.

IEnvA Documents and Forms

This manual, and other referenced IEnvA documents and forms, will be made available on the IATA IEnvA Extranet and any platforms (as agreed by the EOC). Operators involved in the IEnvA Program will receive access to the platforms in use on signing the relevant IEnvA involvement documents (MOU, agreement, etc.).

Abbreviations, Acronyms, Definitions

The terminology used in the IESM Manual is consistent with that in the other manuals that comprise the documentation system. Any related terms, as they are used in the context of the IEnvA Program and its documents, are defined in the IATA Reference Manual for Audit Programs (IRM).

IEnvA Standards:

IEnvA Standards are specified systems, policies, programs, processes, procedures, plans, sets of measures, facilities, components, types of equipment or any other aspect of operations under the scope of IEnvA that have been determined to be a necessity for IEnvA registration, and with which an operator will be expected to be in conformity at the conclusion of an assessment. Standards always contain the word “shall” (e.g. “The Operator shall have a procedure...”) in order to denote that conformance by an operator being assessed is a requirement for IEnvA registration. During an assessment, determination of nonconformity with specifications contained in an IEnvA Standard results in a Finding, which in turn results in the generation of a Corrective Action Report (CAR). To close a Finding, an operator will develop a Corrective Action Plan (CAP), and then implement corrective action in accordance with the CAP.

Compliance Obligations	A collective term for environmental requirements that the Operator should comply with and include an Operator’s Legal Obligations, Other Obligations, and Expectations from Stakeholders
Compliance Review	A documented systematic investigation of an Operator’s Compliance Obligations that determines compliance or non-compliance. In IEnvA, an Operator has a choice to perform a Compliance Review of all its Compliance Obligations or to have a documented Operational Control

	that, if carried out, ensures compliance with the associated Compliance Obligation.
Corrective Action Plan	A documented procedure describing how a non-compliance or a finding will be addressed to achieve compliance with the associated requirements or Standard.
Environmental Aspects and Impacts	A collective term that describes the causes and effects of the Operator's <ul style="list-style-type: none"> • Environmental Aspects: An Operator's activities, products, and services that can interact with the environment. • Environmental Impacts: The environmental effects of an Operator's activities, products, and services.
Environmental Policy	A written statement that is endorsed by an Operator's leadership, which outlines the Operator's environmental vision and most significant environmental objectives and principles related to its operations.
Environmental Management Plans (EMP):	A documented description of the implementation, objectives, and controls that an Operator will use to address environmental impacts.
Environmental Management System (EMS):	A generic Environmental Management System that is not industry-specific, but includes such programs such as the IEnvA Program.
Focal Point	A person or role that serves as the primary point of communication-related to the Operator's IEnvA System.
IEnvA Program	IATA's Environmental Assessment Program, including its documents, processes, procedures, intellectual property, meetings, and business unit.
IEnvA System	An Operator's implementation of the IEnvA Standards and Recommended Practices.
Internal and External Influences:	Political, economic, social, technological, environmental, legal, and any other effects that can influence the Operator's environmental performance or the IEnvA System.
Leadership	A managerial or leadership role, position, or person that has the ability to provide the necessary human and financial resources to implement and sustain an Operator's IEnvA System.
Management Review	A discussion on IEnvA that is attended by the Operator's IEnvA Leadership that takes place at least once every 12 months.
Operational Control	An instruction or a procedure that describes actions and related information that, if followed, ensures operational activities and emergency responses are conducted in accordance with Compliance Obligations. Operational Controls has to include any relevant and useful information such as: <ul style="list-style-type: none"> • Accountability and responsibilities • Monitoring procedures/instructions • Operational envelope • Monitoring equipment – calibration certificates • Timing and frequency



	<ul style="list-style-type: none"> Any other internal requirements of the Operator <p>Also known as an S.O.P. (Standard Operating Procedure).</p>
Risks and Opportunities	A collective term that refers to uncertainties that could have an adverse or beneficial effect on the Operator's IEnvA System or the Operator's environmental performance.
Scope	A documented description of the activities and areas that an Operator's IEnvA System takes into account for compliance with the IEnvA Standards.
Stakeholders and Interested Parties	An individual, organization or system with an interest or concern in the Operator's IEnvA System and the Operator's environmental performance.
Target and Objective	A collective term that refers to measurable way-points, that, if achieved, will result in the Operator achieving some or all of the aspirations provided by its Environmental Policy.

Exemptions

The IATA Director Aviation Environment reserves the right to allow exemption(s) to any requirement of this manual, considering all circumstances, and is responsible for authorizing any such exemption(s). Exemptions shall be communicated in writing to the relevant and necessary parties.

Background and Basis

This Standards in this manual has been developed to ensure compatibility with ISO 14001:2015 which has been deemed as a key requirement of the IEnvA Program by the EOC.

IEnvA Authority

The IEnvA Program operates under the authority of the Sustainability and Environment Advisory Council (SEAC) and subsequently the IEnvA Oversight Council (EOC) pertaining to the IESM.

Remote Assessment Requirements

Introduction and Purpose

Remote IEnvA Stage 2 Assessments may be allowed, at IATA's sole discretion, and under exceptional circumstances.

The following table present specific requirements for remote IEnvA Stage 2 Assessments. For remotely conducted IEnvA Stage 2 Assessments, this checklist must be central to developing an Assessment agenda, interviews and the persons required to take part in the interviews. The Assessor shall ensure that it establishes a communications platform with the Operator that supports voice and video calls.

Interview Checklist for Remote Assessments

Specific Assessor Action for remotely conducted IEnvA Stage 2 Assessments.	Association IEnvA Standards and Recommended Practices
<p>Observed or assessed through an interview that</p> <ol style="list-style-type: none"> 1. The Operator's Leadership is accountable for the effectiveness of the IEnvA System. 2. The Operator's Leadership is able to describe the Operator's Environmental Policy and how it was developed and/or reviewed. 3. The Operator's Leadership is able to describe how Environmental Management Plans (operational controls, training, objectives, and targets, etc.) are integrated into existing business processes. 4. The Operator's Leadership is aware of allocated resources, human and financial, and any constraints or future requirements. 5. The Operators Leadership is able to understand the importance and objective of an EMS/ the IEnvA System and understand the requirement of continual improvement. 6. The Operator's Leadership is able to describe communications from him/her or other leadership roles on IEnvA to the Operator's staff. 7. The Operator's Leadership is able to describe accountabilities of achieving important or highly significant environmental objectives. 8. The Operator's Leadership is able to describe interactions with staff, managers and empowerment, rewards, etc. related to the IEnvA System or environmental actions in general. 9. The Operator's Leadership is able to understand and describe the interaction with staff to motivate environmental performance and its associated qualities. 	<p>LED 1.03 The Operator's Leadership shall demonstrate:</p> <ol style="list-style-type: none"> a) Accountability for the effectiveness of the IEnvA System; b) Ensuring the environmental policy and objectives are established and relevant to the organization and the organization's strategic direction. c) Ensuring the IEnvA requirements are integrated into the Operators existing business processes. d) Allocating sufficient resources for the IEnvA System. e) Understanding the importance and relevance of the IEnvA System and its continual improvement. f) Communicating the importance of effective environmental management. g) Ensuring the IEnvA System achieves its intended outcomes. h) Supporting and directing of persons who can contribute to the effectiveness of the IEnvA System. Promoting the continual improvement of the operator's IEnvA System. i) Supporting staff and management to demonstrate the qualities above.



1. Interview with the role/person assigned in LED 1.10 S1 confirming participation in and content of the IEnvA Management Review. This may include meeting outcomes, discussions, etc.	LED 1.11 The Operator's Leadership shall participate in the IEnvA Management Review.
1. Interview where the Operator provides an overview of its IEnvA Scope.	CXT 2.01 S1 The Operator shall document the Scope of its IEnvA System.
1. Interaction with the Focal Point during preparation for the IEnvA Assessment; and 2. Interview or general interaction with the Focal Point, where the Focal Point demonstrates adequate competence, knowledge and experience to manage the Operator's IEnvA System.	PLN 3.01 S1 The Operator shall have a Focal Point for IEnvA implementation and management and provide sufficient resources and authority to facilitate effective management of the Operator's IEnvA System.
1. Demonstrated (by implementation, documentation or interview) that the Significance Rating Procedure has been used.	PLN 3.08 The Operator shall rate the significance of all its Environmental Aspects and Impacts.
1. Demonstrated (by implementation, documentation or interview) that the procedure has been used to rate the level of influence.	PLN 3.09 The Operator shall document and implement a procedure to assess the level of control or influence it has over its significant Environmental Aspects and Impacts.
1. Interview where the Operator provides information on: <ul style="list-style-type: none"> a. An overview of the Operator's Environmental Management Plans b. The achievement of targets and objectives associated with Environmental Management Plans 2. Interview where the Operator provides comprehensive information on at least one Environmental Management Plan, as pre-arranged by the Assessor: <ul style="list-style-type: none"> a. Stakeholders and associated roles and responsibilities b. Associated Compliance Obligations c. Monitoring requirements and procedures d. Training requirements, competency levels and training e. Internal communication and awareness 	SYS 4.20 The Operator shall document a procedure to develop Environmental Management Plans, at a minimum, to control at least the significant Environmental Aspects and Impacts, and to address its Compliance Obligations and its Risks and Opportunities.



<ul style="list-style-type: none"> f. External communication and awareness g. Reporting obligations and associated procedures <p>3. Recorded visual demonstration (photos, videos) provided for:</p> <ul style="list-style-type: none"> a. Supporting documented information where applicable or requested by the Assessor; and b. Supporting information provided during an interview where applicable or requested by the Assessor; and c. Where other means of demonstration of compliance are not possible. 	
<p>1. Interviewed selected staff of the Operator that deal with highly material/significant environmental matters where the staff demonstrate awareness of the effects of environmental non-compliance.</p>	<p>ENG 5.10 The Operator shall have a procedure to ensure that persons doing work under the Operator's control are aware of their roles and responsibilities.</p> <ul style="list-style-type: none"> a) how their contribution to the IEnvA System will provide improved environmental performance, and b) possible consequences of not conforming to the IEnvA Standards and the Operator's compliance obligations.
<p>1. Interviewed relevant staff that are (identified as) stakeholders in a specific Environmental Management Plan where the staff member demonstrates awareness of:</p> <ul style="list-style-type: none"> a. Exactly what is being monitored; b. The methodology to measure/monitor including any relevant calculation processes; c. Limits and thresholds that has to be adhered to; d. When or how often the monitoring shall take place. 	<p>ACT 6.02 The Operator shall collect, record and monitor information or data that is required as part of their Environmental Management Plans defined in SYS 4.20.</p> <p>When defining the monitoring procedures, the Operator shall consider:</p> <ul style="list-style-type: none"> a) what needs to be monitored, and b) the methodology used to monitor, including consolidation and analysis, and c) the indicators and the criteria which will be used to evaluate performance (ex. thresholds), and d) the frequency of the monitoring, consolidation and analysis, and e) how the monitoring will be integrated in the business processes.



Section 1 – Leadership (LED)

Introduction and Purpose

Commitment and leadership from an Operator's Leadership are critical to the success of an environmental management system. The involvement and accountability in specific areas of the IEnvA System ensure that the IEnvA System remains relevant and aligned to the Operator's vision and direction at the highest level. While an Operator's Leadership will delegate some responsibility in some circumstances, they must retain accountability. The commitment of the Operator's Leadership is then followed up by the development and adoption of an Environmental Policy. The Operator's Environmental Policy provides all staff and stakeholders with an overview of the Operator's environmental vision and direction. The Operator's Environmental Policy also plays a key role in the further development of an IEnvA System. The Operator's IEnvA Scope, Context, significance rating, development of Operational Controls and Environmental Management Plans will all align and perform in line with the direction and aspirations provided by the Environmental Policy.

Requirements

LED 1.01 S1 The Operator shall demonstrate a commitment to the implementation of the IEnvA System, including endorsement by the Operator's Leadership.

Assessor Actions

Documented:

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

LED 1.02 S1 The Operator shall provide the necessary human and financial resources for the implementation and maintenance of the IEnvA System.

Assessor Actions

Documented:

1. Identified an IEnvA MOU for Stage 1 Operators signed by the Operator's Leadership; or
2. Identified an IEnvA Agreement for Stage 2 Operators signed by the Operator's Leadership; or
3. Any other clear evidence that the Operator's Leadership is willing and able to provide the necessary human and financial resources run the IEnvA System, such as
 - a. Adequate financial resources for the maintenance of the EMS: a copy of an approved budget or budget allocation; or
 - b. Human resources: Job description indicating responsibility for the EMS/IEnvA System.

LED 1.03 The Operator's Leadership shall demonstrate:
a) Accountability for the effectiveness of the IEnvA System;



- b) Ensuring the environmental policy and objectives are established and relevant to the organization and the organization's strategic direction.
- c) Ensuring the IEnvA requirements are integrated into the Operators existing business processes.
- d) Allocating sufficient resources for the IEnvA System.
- e) Understanding the importance and relevance of the IEnvA System and its continual improvement.
- f) Communicating the importance of effective environmental management.
- g) Ensuring the IEnvA System achieves its intended outcomes.
- h) Supporting and directing of persons who can contribute to the effectiveness of the IEnvA System. Promoting the continual improvement of the operator's IEnvA System.
- i) Supporting staff and management to demonstrate the qualities above.

Assessor Actions

Implemented:

Observed or assessed through an interview that

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

Note

Compliance with this Standard (LED 1.03) requires that the Operator's Leadership is able to demonstrate an adequate overall understanding of the IEnvA System and how it operates. Compliance, hence, should not be assessed against each subpoint of the Standard, but rather in an assessment of a broader understanding of the Operator's IEnvA System, which can be demonstrated by the Operator's Leadership demonstrating an understanding of an adequate number of the subpoints in this Standard.



LED 1.04 S1 The Operator shall document an Environmental Policy that is endorsed by the Operator's Leadership, a senior executive, CEO or equivalent.

Assessor Actions

Documented:

1. Identified an Environmental Policy; or
2. Identified an integrated sustainability policy which includes statements on the environment.

LED 1.05 S1 The Environmental Policy shall include a commitment to comply with applicable legal requirements and other obligations.

Assessor Actions

Documented:

1. Observed that the Environmental Policy established in LED 1.04 includes a statement regarding the Operator's commitment to comply with its Environmental Compliance Obligations.

LED 1.06 S1 The Environmental Policy shall include commitments to

- a) the prevention or minimization of pollution,
- b) the protection of the natural environment,
- c) the continual improvement of its IEnvA System to improve the Operator's environmental performance.

Assessor Actions

Documented:

Observed the following three statements (or any suitable interpretation) in the Operator's Environmental Policy established in LED 1.04:

1. Prevent or minimize pollution; and
2. Protection of the natural environment; and
3. Continual environmental performance improvement.

Note

Mentioning the specific commitments in the Environmental Policy is not required, but the Operator may prefer to include a direct mention of a specific commitment to raising its awareness or profile. The Operator may also validly argue that these commitments are included under "other commitments" or "compliance obligations" that are included in its environmental policy required for LED 1.05.

LED 1.07 S1 The Environmental Policy shall be appropriate to the context, scale and environmental impacts within the chosen scope and boundaries of the Operator.



Assessor Actions

Documented:

1. Observed information that is contained in the Environmental Policy established in LED 1.04 that indicates where (or, Scope of) the Operator's Environmental Policy is in effect. Information should be identified for the following:
 - a. The scope of the IEnvA System – this would typically be “flight operations and corporate buildings”; and
 - b. The size or scale of the Operator's operations; and
 - c. Any unique and significant environmental aspects or impacts that the Operator may have. This aspect/impact should ideally be integrated or mentioned in the environmental policy.

LED 1.08 S1 The Environmental Policy shall provide a foundation and framework for developing and reviewing environmental objectives.

Assessor Actions

Documented:

1. Observed that the Environmental Policy provides a vision or an overall positive direction for the Operator in terms of its Environmental Performance.

Note

All controls and objectives inside the EMS will be guided by the vision and direction provided by the Environmental Policy. There is no specific or single quantifiable element that the Assessor is required to identify. Assessment of this compliance evidence should be sensitive to regional and cultural interpretations.

LED 1.09 S1 The Environmental Policy shall be clear, concise, and available in the common language used by the Operator and in English.

Assessor Actions

Documented:

1. Observed an environmental policy that is available in English; and
2. If English is not the local language, observed that the Environmental Policy is available in the local language(s); and
3. Observed a clear and concise Environmental Policy.

LED 1.10 S1 The Operator shall assign a role that will be responsible for:

- a) Ensuring that the Operator's IEnvA System conforms to the standards in this IEnvA Standards Manual,
- b) Reporting on the performance of IEnvA System and the Operator's environmental performance to the Operator's Leadership.
- c) Ensure that roles and responsibilities related to the IEnvA System are assigned and communicated within the Operator.

Assessor Actions



Documented:

1. Identified a statement or organogram, ideally in the IEnvA/EMS manual, of the role that is accountable for the Operator's IEnvA System.

Implemented:

1. Identified the role (and, ideally, the name) of the person that has accountability for the IEnvA System; and
2. Identified that the role in (1) has the ability to report to the Operator's Leadership and/or CEO.

Remote:

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

LED 1.11 The Operator's Leadership shall participate in the IEnvA Management Review.

Assessor Actions

Documented:

1. Identified a statement, ideally in the EMS/IEnvA Manual, that provides information on the IEnvA Management Review meeting. The IEnvA Management Review may be incorporated in other meetings.

Implemented:

1. Observed a list of participants and/or meeting minutes of an IEnvA Management Review; or
2. Observed a list of the roles that will or have attended the IEnvA Management Review meeting.

Remote:

1. Interview with the role/person assigned in LED 1.10 S1 confirming participation in and content of the IEnvA Management Review. This may include meeting outcomes, discussions, etc.



Section 2 – Context and Understanding (CXT)

Introduction and Purpose

Defining the IEnvA Scope is a key step in the development and design of an Operator's IEnvA System. The IEnvA Program requires that the Operator provide a clear and detailed account of what is included in the scope. This Scope has to clearly indicate what is in scope and what is out of scope. For assessment purposes, the Operator's IEnvA Scope has to be approved by IATA and will also be provided to the IEnvA Assessment Organization to plan the Operator's Assessment.

For IEnvA Stage 1 and IEnvA Stage 2 certification, the IEnvA Program requires that the Operator includes a minimum of its Flight Operations and its Corporate Facilities in the Scope of its IEnvA System – this detail is provided in CXT 2.01.

Once the Scope of the Operator's IEnvA System has been clearly defined, all possible areas of the IEnvA Scope that can influence the EMS, EMS Objectives, Compliance Obligations, etc. that are inside the defined Scope have to be identified; this consists of the following components:

1. Environmental Aspects and Impacts
2. Stakeholders and Interested Parties
3. Internal and External Influences
4. Risks and Opportunities

Requirements

CXT 2.01 S1 The Operator shall document the Scope of its IEnvA System.

Assessor Actions

Documented:

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

and

2. Corporate Buildings
 - a. Identified a documented list of buildings that are inside the scope of the IEnvA System; and
 - b. If applicable, identified services and processes that are inside the scope of the IEnvA System; and
 - c. Identified any other documented information that explains the corporate scope and activities that are included under the Operator's IEnvA System.




and


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

Remote:

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

Note

IEnvA Assessment Scope Table	
	<p>Flight Operations (Core Scope – Mandatory)</p> <p>Global activities to be considered shall include:</p> <p>Aircraft taxi</p> <p>Aircraft take-off</p> <p>Aircraft cruise</p> <p>Aircraft approach</p> <p>Cabin operations during flight</p> <p>Emergency and unforeseen situations related to flight operations</p>
	<p>Corporate Buildings (Core Scope – Mandatory)</p> <p>Activities at local corporate buildings to be considered shall include:</p> <p>Facilities Management</p> <p>Office Activities</p> <p>Procurement of aircraft and aircraft cabin products as well as products related to facilities management and office activities.</p>
	<p>Maintenance Repair and Overhaul (Core+ scope – optional)</p> <p>Local activities to be considered shall include:</p> <p>Maintenance, repair and overhaul functions*</p> <p>Facilities management (if excluded from CORE)</p> <p>Procurement related to MRO activities</p> <p>* Includes:</p> <ul style="list-style-type: none"> ▪ Engine and APU testing ▪ Component replacement and refurbishment ▪ Use of power tools and hydraulic equipment ▪ Engine parts cleaning and blasting ▪ Parts painting and surface treatment ▪ Aircraft systems and component testing ▪ Use of oils, lubricants and greases ▪ Aircraft decommissioning
	<p>Ground Handling (Core+ scope – optional)</p> <p>Local activities to be considered shall include:</p>
	

	<p>Facilities management (if excluded from CORE)</p> <p>Fueling of aircraft</p> <p>Baggage loading and unloading</p> <p>Cargo/Freight loading and unloading</p> <p>De-icing</p> <p>Waste-water disposal</p> <p>Passenger transportation</p> <p>Aircraft Movement</p> <p>Procurement related to Ground Handling activities</p>
	<p>Catering (Core+ scope – optional)</p> <p>Local activities to be considered shall include:</p> <p>Food preparation</p> <p>Washing of rotables</p> <p>Waste management</p> <p>Transportation/loading and unloading (includes vehicles)</p> <p>Facilities management (if excluded from CORE)</p> <p>Procurement related to Catering activities</p>

CXT 2.02 S1 The Operator shall document the Environmental Aspects and Impacts of its activities, products, and services.

Assessor Actions

Documented:

1. Identified documented Environmental Aspects and Impacts that are related to the Scope of the IEnvA System identified in CXT 2.01.

Note

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

CXT 2.03 S1 The Operator shall document potential Risks and Opportunities relevant to the Operator's IEnvA System taking into account the Operator's

- a) Environmental Aspects and Impacts (CXT 2.02),
- b) Compliance Obligations (PLN 3.02), and
- c) Internal and External influences (CXT 2.05).



Assessor Actions

Documented:

1. Identified documented Risks and Opportunities that are related to the Scope of the IEnvA System identified in CXT 2.01 S1.

Note

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

CXT 2.04 Intentionally left blank
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CXT 2.05 S1 The Operator shall document Internal and External Influences that can affect the Operator's ability to achieve the intended outcomes of the Operator's IEnvA System.

Assessor Actions

Documented:

1. Identified documented Internal and External Influences that are related to the Scope of the Operator's IEnvA System, identified in CXT 2.01.

Note

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

CXT 2.06 S1 The Operator shall document the Stakeholders and Interested Parties relevant to the Operator's IEnvA System.

Assessor Actions

Documented:

1. Identified documented Stakeholders and Interested Parties that are related to the Scope of the IEnvA System identified in CXT 2.01.

Note

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

CXT 2.07 S1 The Operator shall document the expectations of the Stakeholders and Interested Parties identified in CXT 2.06.
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Assessor Actions

Documented:

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



Note

Not all stakeholders will necessarily have expectations.

CXT 2.08 S1 The Operator shall document if any of the expectations defined in CXT 2.07 will be regarded as legal or other obligations which will form part of the Operator's Compliance Obligations.

Assessor Actions

Documented:

1. Identified documented information on whether any of the identified expectations identified in CXT 2.07 will be regarded as Compliance Obligations by the Operator.

CXT 2.09 S1 The Operator shall consider all Internal and External Influences, activities and related environmental impacts and all Compliance Obligations when determining the scope of its IEnvA System to ensure a comprehensive and effective Scope that does not intentionally exclude key locations or activities (under the Operator's control and where the Operator has authority or influence) that can present environmental challenges.

Assessor Actions

Documented:

1. Identified a statement, ideally in the EMS/IEnvA Manual or Environmental Policy, that the IEnvA Scope is defined to address the Operators most significant Environmental Aspects and Impacts.

Implemented:

1. Observed that the documented scope does not explicitly exclude any corporate sites in the Operator's country of origin, or the Operator's Flight Operations that is done intentionally to avoid the Operator having to deal with particular environmental challenges or issues related to the excluded site/scope.



Section 3 – Environmental Management Plans (PLN)

Introduction and Purpose

An Operator has to develop a standardized approach as to how it will focus its efforts and resources to address the Aspects and Impacts (and other contextual items) already identified. To do that, an Operator is required to develop a significance rating procedure that it will use to identify specific Environmental Aspects and Impacts that are significant for the Operator, the Operator's operational situation and environmental context.

Knowing what to focus on, the Operator can then develop and implement Environmental Management Plans that consists of Operational Controls and action plans to reach its Targets and Objectives that are related to those Aspects and Impacts which have been identified as being significant. Operational Controls should contain the necessary elements to accurately convey the necessary instructions and responsibilities. Targets and Objectives are required to have associated action plans with measurable metrics (where possible) to demonstrate how they will be achieved.

Requirements

PLN 3.01 S1 The Operator shall have a Focal Point for IEnvA implementation and management and provide sufficient resources and authority to facilitate effective management of the Operator's IEnvA System.

Assessor Actions

Documented:

1. Identified documented evidence of the allocation of a contact point for IEnvA matters or an IEnvA focal point.

Implemented:

1. Observed the availability of a contact point for IEnvA matters, including the availability of an IEnvA Focal Point during IEnvA activities, such as IEnvA Assessments.

Remote:

3. Interaction with the Focal Point during preparation for the IEnvA Assessment; and
4. Interview or general interaction with the Focal Point, where the Focal Point demonstrates adequate competence, knowledge and experience to manage the Operator's IEnvA System.

PLN 3.02 S1 The Operator shall document its Compliance Obligations relevant to the Operator's IEnvA System.

Assessor Actions

Documented:

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

Note

Not all parts of the scope will necessarily produce Compliance Obligations.



PLN 3.03 S1 The Operator shall perform a compliance review to demonstrate compliance with its Compliance Obligations or demonstrate that it has developed an Operational Control that assures compliance.

Assessor Actions

Documented:

1. Identified a statement, procedure or an operational control, ideally in the EMS/IEEnvA Manual, that provides information on how the Operator will ensure compliance to the standard, or
2. Identified a statement or procedure, ideally in the EMS/IEEnvA Manual that provides information on the requirement of the Operator to conduct a compliance review for each of its compliance obligations.

Implemented:

1. Observed that each Compliance Obligation has had a compliance review (such as an internal audit of compliance with that obligation); or
2. Observed that each Compliance Obligation has an associated Operational Control or procedure that ensures compliance with that obligation.

PLN 3.04 The Operator shall document a significance test to rate the significance of its Environmental Aspects and Impacts against criteria that considers the relevant Influences, Compliance Obligations, Stakeholders and Interested Parties, and Risks and Opportunities.

Assessor Actions

Documented:

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

Remote:

1. Interview where the application and rating criteria of the significance test is explained.

PLN 3.05 The Operator's Operational Controls shall consider the:

- a) design and development related to the Operator's products and services, and
- b) environmental impacts up or down the life cycle of any associated products and services, and
- c) purchase, procurement and outsourcing processes, and
- d) communication of the operational control to its internal and external stakeholders, and
- e) communication to prevent or mitigate adverse environmental impacts, and
- f) roles, accountabilities and responsibilities, and



- g) possible integration of the operational control into the Operator's business processes.
- h) Environmental Aspects and Impacts where the Operator may not have control but, over which it can have influence.

Assessor Actions

Documented:

1. Identified a documented procedure explaining how the Operator develops Operational Controls; and
2. Identified that the procedure requires that the Operational Controls that are developed should consider the stated elements in the Standard.

Implemented:

1. Identified at least one documented Operational Control that follows the Operator's documented procedure on how to develop Operational Controls; and
2. Observed the implementation of the identified Operational Control(s).

PLN 3.06 The Operator shall document, implement and maintain Operational Controls for the activities and processes which are associated with its significant Environmental Aspects and Impacts.

Assessor Actions

Implemented:

1. Identified an aspects and impacts register where each significant environmental Aspect and/or Impact has an associated Environmental Management Plan or Operational Control.

PLN 3.07 The Operator shall ensure that its Operational Controls consider planned changes and unplanned changes and, if necessary, the actions to take to mitigate adverse environmental effects.

Assessor Actions

Implemented:

1. Observed the documented procedure/instruction in PLN 3.05 requires that planned and unplanned changes must be considered when developing Operational Controls;

PLN 3.08 The Operator shall rate the significance of all its Environmental Aspects and Impacts.

Assessor Actions

Documented:

1. Identified documented significant Environmental Aspects and Impacts.

Implemented:



1. Demonstrated (by implementation, documentation or interview) that the Significance Rating Procedure has been used; and
2. All identified Environmental Aspects and Impacts that have been identified in CXT 2.02 have a significance rating associated with them.

PLN 3.09 The Operator shall document and implement a procedure to assess the level of control or influence it has over its significant Environmental Aspects and Impacts.

Assessor Actions

Documented:

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

Implemented:

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

PLN 3.10 The Operator shall develop and document its environmental Targets and Objectives considering the Operator's

- a) Significant Environmental Aspects and Impacts,
- b) Internal and External Influences,
- c) Compliance Obligations, and
- d) Risks and Opportunities

Assessor Actions:

Documented:

1. Identified a procedure or instruction to create, or on how to create a list of targets/objectives based on the Operator's significant Environmental Aspects and Impacts, Internal and External influences, Compliance Obligations and Risks and Opportunities.

Implemented:

1. Identified documented targets/objectives or similar that are related to the Operator's significant Environmental Aspects and Impacts, Internal and External Influences, Compliance Obligations and Risks and Opportunities.

PLN 3.11 The Operator's Targets and Objectives, once achieved, shall ensure improvements in environmental performance.

Assessor Actions

Documented:



1. Identified a procedure or instruction to develop, or on how to develop targets/objectives that will ensure environmental performance improvements.

Implemented:

1. Observed that objectives are adequate to ensure increased performance when achieved.

PLN 3.12 The Operator's Targets and Objectives shall be quantifiable (wherever possible).

Assessor Actions

Documented:

1. Identified a procedure or instruction to develop, or on how to develop Targets and Objectives that are:
 - a. Specific;
 - b. Measurable;
 - c. Achievable;
 - d. Relevant;
 - e. Timely.

Implemented

1. Observed that Targets and Objectives do not explicitly avoid being specific, measurable, achievable, relevant and timely.

PLN 3.13 The Operator shall document the actions needed to achieve its Targets and Objectives considering significant Environmental Aspects and Impacts, associated Compliance Obligations as well as its Risks and Opportunities. When defining these actions, the Operator shall consider:

- a) what will be done;
- b) what resources will be required;
- c) who will be responsible;
- d) when it will be completed;
- e) how progress towards achievement will be monitored; and
- f) how these actions will be integrated in the business processes.

Assessor Actions

Documented

1. Identified documented plans to achieve the developed Targets and Objectives; and
2. Identified documented plans to achieve the developed Targets and Objectives that contain at least the following information:
 - a. What will be done to reach the Targets and Objectives (if applicable); and
 - b. The financial and human resources that are/will be required (if applicable); and



- c. Internal responsibilities and any external stakeholders that may influence the outcomes of the plan to reach the Targets and Objectives (if applicable); and
- d. The expected timelines/deadlines for reaching the Targets and Objectives (if applicable); and
- e. How the monitoring must be done and relevant responsibilities/stakeholders (if applicable); and
- f. The integration of the action plan into existing business processes and procedures (if applicable).

PLN 3.14 The Operator shall document the competency requirements for persons working for, or on behalf of the Operator that can effect

- a) the performance of the IEnvA System,
- b) the Operator's ability to control its environmental aspects,
- c) the Operator's ability to comply with its Compliance Obligations, or
- d) the Operator carrying out emergency response plans as documented in SYS 4.21.

Assessor Actions

Documented

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

PLN 3.15 The Operator shall document the training needs to fulfil the competency requirements defined in PLN 3.14.

Assessor Actions

Documented

1. Identified documented training needs to achieve necessary competency requirements as defined in PLN 3.14.



Section 4 – System and Documentation (SYS)

Introduction and Purpose

The IEnvA Program requires that the Operator's IEnvA System maintain not only evidence of the implementation and follow through as required by the IEnvA Standards, but it also requires that procedures are documented and available to the users.

The procedure to control procedures, records and documents should be as simple as possible to avoid being overly arduous whilst ensuring sufficient control. Operators should already have comprehensive document control procedures in place. In most cases, it is advised to utilize existing business procedures to avoid duplication.

Requirements

SYS 4.01 S1 The Operator shall have an IEnvA Program Manual that includes (or references to documents held within other manuals) an Environmental Policy that meets the IEnvA Standards.

Assessor Actions

Documented:

1. Identified an IEnvA/EMS Manual or document that contains or references all IEnvA-related processes, procedures, lists, registers, and other IEnvA-related material.

SYS 4.02 S1 The Operator shall have an IEnvA Program Manual that includes (or references to documents held within other manuals) the Scope of the Operator's IEnvA System.

Assessor Actions

Documented

1. Identified an IEnvA/EMS manual that contains or references the IEnvA Scope as defined in CXT 2.01.

SYS 4.03 S1 The Operator shall have an IEnvA Program Manual that includes (or references to documents held within other manuals) a Compliance Obligations register.

Assessor Actions

Documented

1. Identified an IEnvA/EMS manual that contains or references the IEnvA-related Compliance Obligations as defined in PLN 3.02.

SYS 4.04 S1 The Operator shall have an IEnvA Program Manual that includes (or references to documents held within other manuals) other procedures that are required by the IEnvA Standards.

Assessor Actions

Documented



1. Identified an IEnvA/EMS manual that contains or references the IEnvA-related procedures and instructions.

SYS 4.05 S1 The Operator shall have a documented procedure to control internal and external documents and records related to the IEnvA System that ensures that IEnvA and IEnvA related documents, procedures, registers, information and data

- a) are available as required,
- b) are adequately protected,
- c) are adequately maintained, and
- d) contain adequate identification information.

Assessor Actions

Documented:

1. Identified a documented document control procedure that is used for IEnvA and its related documentation.

Implemented:

1. Observed that all documentation for the IEnvA System is controlled according to the requirements of the Operator's document control procedure.

SYS 4.06 Intentionally left blank

SYS 4.07 Intentionally left blank

SYS 4.08 Intentionally left blank

SYS 4.09 Intentionally left blank

SYS 4.10 Intentionally left blank

SYS 4.11 S1 The Operator shall have documented and implemented a procedure to identify

- a) Environmental Aspects and Impacts,
- b) Stakeholders and Interested Parties,



- c) Internal and External Influences, and
- d) Risks and Opportunities.

Documented:

1. Identified one or more documented procedures that describes how the Operator develop identifies the following:
 - a. Environmental Aspects and Impacts; and
 - b. Stakeholders and Interested Parties; and
 - c. Internal and External Influences; and
 - d. Risks and Opportunities

that are related to the Operator's Scope.

SYS 4.12 S1 The procedure(s) in SYS 4.11 S1 shall consider

- a) How the items are identified and maintained,
- b) Environmental Aspects and Impacts the Operator can control and those that it can influence,
- c) Environmental Aspects and Impacts caused by the Operator and on behalf of the Operator,
- d) Changes, planned or new developments, and new or modified activities, products and services,
- e) Abnormal conditions and reasonably foreseeable emergency situations, and
- f) Environmental impacts related to other life cycle stages of an activity, service or product.

Assessor Actions

Documented:

1. Identified that the procedure(s) consider Environmental Aspects and Impacts that the Operator can control and influence; and
2. Identified that the procedure(s) consider Environmental Aspects and Impacts and activities that are carried out by the Operator and on behalf of the Operator that are inside the Scope of the Operator's IEnvA System; and
3. Identified that the procedure(s) consider Environmental Aspects and Impacts and activities that can result from unplanned and emergency situations; and
4. Identified that the procedure(s) consider any relevant life-cycle stages that may be related to the aspect or impact.

Note

Some of the Operator's significant Environmental Aspects and Impacts can occur during the transport, delivery, use, end-of-life treatment or final disposal of a product or service. By considering this possibility, an Operator can potentially prevent or mitigate adverse environmental impacts during these life cycle stages.

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



SYS 4.13 S1 The Operator shall identify applicable legal and other obligations which will form part of the Operator's Compliance Obligations.

Assessor Actions

Documented:

1. Identified a procedure/Instruction on identifying applicable Compliance Obligations that are inside the Scope of the Operator's IEnvA System.

Implemented:

1. Observed documented Compliance Obligations that are inside the Scope of the Operator's IEnvA System.

SYS 4.14 Intentionally left blank

SYS 4.15 The Operator shall keep records of internal and external communications relevant to the IEnvA System.

Assessor Actions

Documented:

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

SYS 4.16 The Operator shall keep documented information as evidence of relevant competency requirements.

Assessor Actions

Documented:

1. Identified documented evidence (such as copies) of essential qualifications (diplomas, ratings, training records, etc.) that are related to staff, working for the Operator, that have been identified to have environmental qualification/experience requirements.

SYS 4.17 Intentionally left blank

SYS 4.18 Intentionally left blank



SYS 4.19 The Operator should document a procedure for dealing with non-conformities (whether actual or potential), this shall include the procedure for managing corrective and preventive actions as part of an internal assessment procedure as defined in SYS 4.23.

Assessor Actions

Documented:

1. Identified a documented procedure for dealing with non-conformities against the IEnvA standards as part of an internal assessment or during normal day-to-day operations.

SYS 4.20 The Operator shall document a procedure to develop Environmental Management Plans, at a minimum, to control at least the significant Environmental Aspects and Impacts, and to address its Compliance Obligations and its Risks and Opportunities.

Assessor Actions

Documented:

4. Identified a documented procedure/instruction that provides information on how the Operator develops Environmental Management Plans for dealing with its significant Environmental Aspects and Impacts and Compliance Obligations.

Remote:

5. Interview where the Operator provides information on:
 - a. An overview of the Operator's Environmental Management Plans
 - b. The achievement of targets and objectives associated with Environmental Management Plans
6. Interview where the Operator provides comprehensive information on at least one Environmental Management Plan, as pre-arranged by the Assessor:
 - a. Stakeholders and associated roles and responsibilities
 - b. Associated Compliance Obligations
 - c. Monitoring requirements and procedures
 - d. Training requirements, competency levels and training
 - e. Internal communication and awareness
 - f. External communication and awareness
 - g. Reporting obligations and associated procedures
7. Recorded visual demonstration (photos, videos) provided for:
 - a. Supporting documented information where applicable or requested by the Assessor; and
 - b. Supporting information provided during an interview where applicable or requested by the Assessor; and
 - c. Where other means of demonstration of compliance are not possible.

Note

The following items should be considered as means of control:

1. Operational procedures or operational criteria;



2. Monitoring of performance (for instance related to environmental aspects)
3. Specific training;
4. Targets and Objectives;
5. Any other means of control

The Operator should consider the integration of this operational control into existing operations taking into consideration its technological options and its financial, operational and business requirements.

SYS 4.21 The Operator shall document emergency response plans for all potential emergency situations identified in SYS 4.22 which will include appropriate training to minimize adverse environmental impacts that can be caused by emergency situations.

Assessor Actions

Documented:

1. Identified a documented procedure(s) for situations identified in SYS 4.22; and
2. Identified a documented procedure(s) to identify the training needs to carry out emergency response plans.

SYS 4.22 The Operator shall identify potential emergency situations to the outcomes of which may cause environmental impacts.

Assessor Actions

Documented:

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

SYS 4.23 When planning an internal assessment, the Operator shall consider:

- a) Results of previous assessments;
- b) Environmental importance of what is being assessed.

The Operator shall document a procedure for conducting internal assessments that includes at least

- c) How the scope of the assessment and assessment criteria will be defined
- d) Responsibilities (internal assessor(s) selection),
- e) How the results will be reported to the Leadership.

Assessor Actions

Documented:

1. Identified a documented procedure for an internal assessment against the IEnvA Standards that considers:



- a. results from previous assessments; and
- b. materiality of standards that are being assessed; and
- c. Scope of what is being assessed; and
- d. Who will be doing the assessment/is accountable for the assessment.

SYS 4.24 The IEnvA Management Review meetings shall be documented, and records maintained.

Assessor Actions

Documented:

1. Identified meeting records where IEnvA is discussed; or
2. Identified a meeting agenda indicating discussion of environmental issues.



Section 5 – Engagement (ENG)

Introduction and Purpose

The IEnvA System can generate large amounts of data and information. The Operator needs to define how the data and information are stored, communicated, and who it should be communicated to.

The Operator needs effective engagement and communications procedures to ensure that engagement efforts and communications regarding environmental issues associated with the Operator's IEnvA System are consistent and that information is controlled. In IEnvA, two main types of communication are considered: The first is communications that happens inside the Operator. The second type is communications that are received from or provided to external parties.

Requirements

ENG 5.01 S1 The Operator shall communicate its Environmental Policy to its staff, persons working under its control and relevant Stakeholders and Interested Parties.

Assessor Actions

Documented:

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

Implemented:

1. Observed that the Operator's Environmental Policy is displayed in communal areas; or
2. Observed that the Environmental Policy is included in an internal newsletter (email, communications, etc.) to the Operator's staff; or
3. Observed that the Operator's Environmental Policy has been/is included in a staff on-boarding 'pack', introduction or communication; or
4. Observed any other evidence that the environmental policy has been/is being communicated to the Operator's staff.

Remote:

1. Recorded visual demonstration (photos, videos) provided for:
 - a. Physical displays of the Environmental Policy (such as in social or commons areas) if required.

ENG 5.02 S1 The Environmental Policy shall be available to the public.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to have the Environmental Policy freely available to the public.

Implemented:

1. Observed that the Operator's Environmental Policy is displayed/available on the Operator's website; or
2. Observed that the Operator's Environmental Policy displayed/available in the Operator's annual/financial statements; or



3. Observed any other evidence that the environmental policy is made freely available to the public.

ENG 5.03 S1 The Operator shall make the Scope of their IEnvA System available to the public.

Assessor Actions

Documented:

1. A documented procedure or instruction (ideally included in the IEnvA/EMS manual) to have the Scope of the IEnvA System available to the public or external stakeholders; or
2. A documented procedure or instruction (ideally included in the IEnvA/EMS manual) to have the Scope of the IEnvA System stated (e.g. Flight Operations and Corporate Buildings) in the Operator's Environmental Policy.

Implemented:

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

ENG 5.04 Intentionally left blank

ENG 5.05 The Operator shall document and implement an internal communications procedure to communicate relevant information to the persons working for the Operator and on behalf of the Operator.

Assessor Actions

Documented:

1. Identified a documented procedure for internal communications of environmental/IEnvA-related matters.

Implemented:

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

ENG 5.06 The Operator shall communicate at the relevant levels and functions its

- a) Significant Environmental Aspects and Impacts defined in PLN 3.08;
- b) Targets and Objectives defined in PLN 3.10.;
- c) Changes to the IEnvA System (as required and relevant);
- d) Continual improvement;
- e) Emergency response procedures.

Assessor Actions



Documented:

1. Observed that the Operator's internal communications procedure used for Environmental/IEEnvA-related matters considers who the recipients of the information are, based on the type/importance of information; and
2. Observed that the following items are considered in the Operator's internal communications procedure used for Environmental/IEEnvA-related matters:
 - a. The communication of the Operator's significant Environmental Aspects and Impacts; and
 - b. The communication of the Operator's Environmental Objectives; and
 - c. The communication of any significant changes to the IEnvA System (as required); and
 - d. The communication of relevant emergency response procedures association exclusively to environment or the IEnvA System.

ENG 5.07 The Operator's internal communications procedure shall consider:

- a) The identification of relevant information to communicate;
- b) When internal communication will take place;
- c) The identification of relevant recipients;
- d) The medium or method of communication;
- e) Roles and responsibilities for communications;
- f) The reliability of information and its consistency with the data generated by IEnvA System.

Assessor Actions

Documented:

1. Observed that the following items are considered in the Operator's internal communications procedure used for environmental/IEEnvA-related matters:
 - a. The relevant audience/recipients of information; and
 - b. When/how often communications will take place (if applicable); and
 - c. What information to communicate (if applicable); and
 - d. How communications will take place (if applicable); and
 - e. Who will do the communications or any other responsibilities or accountabilities.

ENG 5.08 The Operator shall establish and implement an external communications procedure to communicate relevant information to external parties and as required by the Operator's Compliance Obligations.

Assessor Actions

Documented:

1. Identified a documented procedure for external communications of environmental/IEEnvA-related matters.

Implemented:

2. Observed evidence of the external communication of environmental matters such as:



- a. The implementation and follow through of the Operator's external communications procedure used for environmental/IEnvA-related matters; or
- b. Any other evidence of relevant external communication of environmental/IEnvA-related matters.

ENG 5.09 The Operator's external communications procedure shall consider:

- a) Relevant information to communicate;
- b) How often external communication will take place;
- c) The relevant external stakeholders to communicate to;
- d) The medium or method of communication;
- e) The requirements of the Operator's compliance obligations;
- f) The tracking and responding to queries, complaints and questions from external stakeholders;
- g) The reliability of information and its consistency with the data generated by IEnvA System.

Assessor Actions

Documented:

1. Observed that the following items are considered in the Operator's external communications procedure used for environmental/IEnvA-related matters:
 - a. The relevant audience/recipients of information; and
 - b. When/how often communications will take place (if applicable); and
 - c. What information to communicate (if applicable); and
 - d. How communications will take place (if applicable); and
 - e. Who will do the communications or any other responsibilities or accountabilities.

ENG 5.10 The Operator shall have a procedure to ensure that persons doing work under the Operator's control are aware of their roles and responsibilities.

- a) how their contribution to the IEnvA System will provide improved environmental performance, and
- b) possible consequences of not conforming to the IEnvA Standards and the Operator's compliance obligations.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to have relevant staff working for and on-behalf of the Operator made aware of how their contribution or lack of contribution can impact the environment or the Operator.

Implemented:

1. Observed evidence that staff have been made aware of the consequences of environmental non-compliance; or
2. Interviewed selected staff of the Operator that deal with highly material/significant environmental matters where the staff demonstrate awareness of the effects of environmental non-compliance.



ENG 5.11 The Operator shall document all relevant internal and external communications related to the IEnvA System.

Assessor Actions

Documented:

1. Identified documented records of environmental/IEnvA-related communication.

ENG 5.12 Intentionally left blank.



Section 6 – Action (ACT)

Introduction and Purpose

This section has specific relevance to the implementation of instructions, responsibilities and other procedures in the Operator's Environmental Management Plans.

This section also describes additional requirements that the Operator should take into account when developing monitoring and/or measurement plans in its Environmental Management Plans that are related to its Compliance Obligations and Significant Environmental Aspects/Impacts.

Requirements

ACT 6.01 The Operator shall implement the Environmental Management Plans developed as part of its IEnvA System.

Assessor Actions

Implemented:

1. Observed the implementation of at least one Environmental Management Plan which may include:
 - a. Documented evidence of implementation, monitoring, (as required by the Environmental Management Plan); or
 - b. On-site demonstration of implementation; or
 - c. Interviews with relevant staff.

ACT 6.02 The Operator shall collect, record and monitor information or data that is required as part of their Environmental Management Plans defined in SYS 4.20.

When defining the monitoring procedures, the Operator shall consider:

- f) what needs to be monitored, and
- g) the methodology used to monitor, including consolidation and analysis, and
- h) the indicators and the criteria which will be used to evaluate performance (ex. thresholds), and
- i) the frequency of the monitoring, consolidation and analysis, and
- j) how the monitoring will be integrated in the business processes.

Assessor Actions

Implemented:

2. Observed information recorded of at least one Environmental Management Plan which may include:
 - a. Recordings/information of exactly what is being monitored;
 - b. The methodology to measure/monitor including any relevant calculation processes;
 - c. Limits and thresholds that has to be adhered to;
 - d. When or how often the monitoring shall take place.

or;



3. Interviewed relevant staff that are (identified as) stakeholders in a specific Environmental Management Plan where the staff member demonstrates awareness of:
 - a. Exactly what is being monitored;
 - b. The methodology to measure/monitor including any relevant calculation processes;
 - c. Limits and thresholds that has to be adhered to;
 - d. When or how often the monitoring shall take place.

ACT 6.03 The Operator shall ensure roles and responsibilities are fulfilled according to the requirements of the Environmental Management Plans as defined in SYS 4.20.

Assessor Actions

Implemented:

1. Observed the fulfilling of roles and/or responsibilities of at least one Environmental Management Plan as required by the Environmental Management Plan.

ACT 6.04 The Operator shall ensure that all measuring equipment under its control is maintained in order to provide reliable data.

Assessor Actions

Implemented:

1. If applicable to the respective equipment, identified documented calibration records for equipment that the Operator use to monitor or measure as per its relevant Environmental Management Plans.

ACT 6.05 The Operator shall conform to all legal requirements or limits that relate to data monitoring as defined in its Environmental Management Plans in SYS 4.20.

Assessor Actions

Implemented:

1. Identified documented Compliance Obligations that are related to the relevant Environmental Management Plan; and;
 - a. Identified Compliance Obligations that have an associated/referenced Operational Control; or
 - b. Identified evidence of a compliance review of each Compliance Obligation (legal requirements).

ACT 6.06 The Operator shall communicate all necessary information such as records, data, performance and other relevant information to internal and external stakeholders as required by its Compliance Obligations and as defined in its Environmental Management Plans in SYS 4.20.

Assessor Actions



Implemented:

1. Observed or identified evidence that mandatory communications (such as the provision of data to authorities) are done as per requirements; and
 - a. Identified Compliance Obligations (legal requirements) that have an associated/referenced Operational Control; or
 - b. Identified evidence of a compliance review of each Compliance Obligation (legal requirements).

ACT 6.07 The Operator shall ensure that records are maintained of monitored and measured data in ACT 6.02 according to its Environmental Management Plans in SYS 4.20.

Assessor Actions

Implemented:

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

ACT 6.08 The Operator shall ensure that training is carried out according to the requirements defined in its Environmental Management Plans in SYS 4.20.

Assessor Actions

Implemented:

1. Identified documented recorded data related to the training requirements in the respective Environmental Management Plan; or
2. Observed training taking place as per the training requirements in the respective Environmental Management Plan.

ACT 6.09 The Operator shall review the effectiveness of its training to ensure that the competency levels are reached and maintained.

Assessor Actions

Implemented:

1. Observed training program content that have been revised in the last 2 years; or
2. Observed evidence that training has contributed to achieving desired competency levels; or
3. Observed any qualitative environmental performance improvement that can be attributed to the training provided.

ACT 6.10 The Operator shall respond to environmental emergencies when they occur and according to the Operator's emergency response procedure (defined in SYS 4.21) as required.

Assessor Actions

Implemented:



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



Section 7 – Review (REV)

Introduction and Purpose

The IEnvA System has to remain up to date and be reviewed regularly to ensure its effectiveness. An annual Management Review has to be conducted with specific information inputs provided for review.

The Operator also has to perform periodic internal assessments to demonstrate that the Operator's IEnvA System conforms with the relevant IEnvA Standards. In addition to identifying gaps in the implementation of an IEnvA System, the Operator's documented internal assessment report is also a key requirement for an Assessment Organization planning for the Operator's external assessment.

Requirements

REV 7.01 S1 The Operator shall maintain the Scope of its IEnvA System.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to review and/or update the EMS Scope as required.

Implemented:

1. Observed documented Scope for the Operator's IEnvA System that has been revised in the last 24 months; or
2. Observed documented minutes/meeting report/evidence that approves an existing (older than 24 months) Scope definition for the Operator's IEnvA System;

REV 7.02 S1 The Operator shall maintain its Environmental Policy.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to review and/or update the Environmental Policy as required.

Implemented

1. Observed documented Environmental Policy for the Operator's IEnvA System that has been revised in the last 24 months; or
2. Observed documented minutes/meeting report/evidence that approves an existing (older than 24 months) Environmental Policy.

REV 7.03 The Operator shall review and update the significance ratings for all items rated in PLN 3.08 at least annually.

Assessor Actions

Documented:



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

Implemented

1. Observed documented significance ratings for the Operator's Environmental Aspects and Impacts that has been rated in the last 12 months; or
2. Observed documented minutes/meeting report/evidence that approves existing (older than 12 months) ratings in the last 12 months.

REV 7.04 The Operator shall maintain the Targets and Objectives that are related to its Environmental Management Plans as required.

Assessor Actions

Documented:

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

Implemented:

1. Observed documented Targets and Objectives that have been reviewed in the last 24 months; or
2. Observed documented minutes/meeting report/evidence that approves existing (older than 24 months) Targets and Objectives in the last 12 months; or
3. Observed Targets and Objectives that are effective and relevant to the Operator's IEnvA System.

REV 7.05 The Operator shall review its competency requirements and actions taken to maintain these requirements (as defined in PLN 3.14) at least annually.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to review the competency requirements as per PLN 3.14 at least annually.

Implemented:

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

REV 7.06 Results of monitoring and measurement data (in ACT 6.07) shall be reviewed by the Operator and key results shall be presented at Management Review meetings.

Assessor Actions

Documented:



1. Identified documented key/significant findings resulting from monitoring or measurements related to the Operator's environmental performance, compliance or Environmental Management Plans.

Implemented:

1. Observed key/significant findings resulting from monitoring or measurements related to the Operator's environmental performance, compliance or Environmental Management Plans, provided for Management Review (or Management Review meeting); or
2. Identified meeting minutes/report that demonstrate that key/significant findings resulting from monitoring or measurements related to the Operator's environmental performance, compliance or Environmental Management Plans, have been provided for Management Review (or to a Management Review meeting).

REV 7.07 The Operator shall review its Environmental Management Plans and related items (such as associated operating procedures) at least annually.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to review and/or update Environmental Management Plans at least annually.

Implemented:

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

REV 7.08 Corrective and Preventive Action taken should be reviewed by the Operator to ensure the effectiveness of the corrective and preventive action undertaken.

Assessor Actions

Documented:

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

Implemented:

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

REV 7.09 The Operator shall periodically test its emergency response procedures.



Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to review and/or update Emergency Response Procedures related to the IEnvA System or environmental performance.

Implemented:

1. If emergency procedures have been required,
 - a. Observed any evidence that Emergency Response Procedure(s) has been implemented; or
 - b. Observed any evidence for testing of an Emergency Procedure; or
 - c. Observed a documented schedule for testing an emergency procedure(s); or
 - d. Observed any other evidence for training to carry out an emergency procedure(s).

REV 7.10 S1 The Operator shall have conducted an internal assessment of its entire IEnvA System prior to the external assessment or at least once every two years.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to conduct an internal assessment on its compliance with the IEnvA Standards at least once every two years or prior to an external assessment.

Implemented:

1. Observed a documented IEnvA internal assessment that checks for compliance against IEnvA Standards conducted in the previous 24 months.

REV 7.11 The Operator shall review the internal assessors assigned to do the internal assessment to be adequately trained, objective and impartial.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to review and ensure the training, competency and objectivity of the internal assessors are adequate for the internal assessment.

Implemented:

1. Observed documented names of the internal assessor(s) used for the IEnvA internal assessment.

REV 7.12 S1 The Operator shall review its Compliance Obligations at least annually.

Assessor Actions



Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to review and/or update Compliance Obligations at least annually.

Implemented:

1. Observed documented Compliance Obligations that have been reviewed within the last 12 months; or
2. Observed meeting minutes/report where Compliance Obligations were discussed/reviewed/approved in the last 12 months; or
3. Observed a meeting agenda (or any other documented plans) that the Compliance Obligations will be discussed/reviewed.

REV 7.13 S1 The Operator shall conduct a review of its compliance status against its Compliance Obligations or demonstrate that procedures (to ensure compliance to obligations) are being implemented, at least annually.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to have each identified compliance obligation have an associated Environmental Management Plan (that consists of at least an Operational Control) that will ensure compliance or achieve compliance with the compliance obligation; or
2. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to have each identified compliance obligation have an associated documented compliance review (verification of compliance).

Implemented:

1. Observed that each compliance obligation has an associated Environmental Management Plan (that consists of at least an Operational Control) that will ensure compliance or achieve compliance with the compliance obligation; or
2. Observed that each compliance obligation has an associated documented compliance review (verification of compliance).

REV 7.15 The Operator shall evaluate the environmental performance and effectiveness of the IEnvA System which includes the achievement of its Targets and Objectives.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to evaluate the effectiveness of the IEnvA System.

Implemented

1. Observed IEnvA Management Review meeting minutes or meeting report where IEnvA have been or will be discussed; or
2. Observed any other documented evidence of a review of IEnvA EMPs/Objectives/Targets/Operating Controls/Standard Operating Procedures/Training that have been assessed in terms of it reaching the intended objectives or ensuring compliance with compliance obligations.



REV 7.16 The Operator shall provide data or information for Management Review which include:

- a) Status of action items from previous Management Review meetings,
- b) Changes to Internal and External Influences (CXT 2.05),
- c) Changes to Compliance Obligations (including Needs and Expectations of Stakeholders and Interested Parties) (PLN 3.02),
- d) Changes to Environmental Aspects and Impacts (CXT 2.02),
- e) Changes to Risks and Opportunities (CXT 2.03),
- f) Achievement of Targets and Objectives,
- g) Any ongoing trends, regarding for instance the results of internal evaluation, of compliance obligations assessments and monitoring and measurement results (REV 7.06),
- h) The results of the performance evaluation (Rev 7.15),
- i) The adequacy of resources,
- j) Any relevant communications and complaints,
- k) Any opportunities for improvement.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to have the following information/data/reports provided to the IEnvA Management Review:
 - a. Action items from previous IEnvA Management Review;
 - b. Changes to the Operator's Compliance Obligations;
 - c. Changes to significant
 - i. Environmental Aspects and Impacts;
 - ii. Risks and Opportunities associated with Significant Environmental Aspects and Impacts;
 - iii. Internal and External Influences
 - d. Achievement of environmental or IEnvA-related Targets and Objectives;
 - e. Ongoing trends (especially of non-compliance);
 - f. Any significant resource shortages and requirements;
 - g. Any relevant communications and complaints;
 - h. Any relevant opportunities for improvement.

Implemented

1. Observed IEnvA Management Review meeting minutes, meeting report or meeting agenda where IEnvA have been or will be discussed.

REV 7.17 The Operator shall undertake a Management Review of its IEnvA System at least annually.



Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to have an IEnvA Management Review at least every 12 months.

Implemented

1. Observed an IEnvA Management Review meeting taking place; or
2. Observed documented IEnvA Management Review meeting minutes or meeting report.



Section 8 – Improvement (IMP)

Introduction and Purpose

The data produced by the Operator's IEnvA System (and specifically the Management Review) is used to identify procedural shortfalls and areas for improvement. Where non-conformities are identified through either a formal assessment process or operationally, a non-conformity should be raised according to the relevant internal assessment procedure.

Requirements

IMP 8.01 Non-conformities identified in SYS 4.19 shall be analyzed and the root causes established and documented.

Assessor Actions

Documented:

1. Identified documented root causes of any identified non-conformities identified, wherever non-conformities have been identified.

IMP 8.02 The Operator shall correct non-conformities, considering the root cause and prevent reoccurrence within a time frame that is determined with consideration to the significance of the non-conformity.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to have non-conformities corrected in a timely manner.

Implemented:

1. Observed documented corrective actions that have either been completed or that may be in progress; or
2. Observed any other evidence that conformities are in progress of being corrected or have been corrected.

IMP 8.03 The Operator shall, where possible, improve its emergency preparedness and response procedures after the occurrence of accidents, emergency situations or unsuccessful testing.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to improve emergency procedures and/or preparedness levels, wherever possible.

Implemented:

1. If improvements have been identified, observed evidence of (planned) improvements to emergency procedures and/or preparedness levels.



IMP 8.04 Corrective actions shall be raised from any internal assessment findings and then implemented according to the Internal Assessment Procedure defined in SYS 4.23.

Assessor Actions

Documented:

1. Identified a documented procedure or instruction (ideally included in the IEnvA/EMS manual) to create documented corrective action plans for any non-conformities raised during an internal assessment.

Implemented:

1. If non-conformities have been identified, observed evidence of (planned) corrective actions implementation.

IMP 8.05 The Operator shall improve the suitability, adequacy, effectiveness of its IEnvA System and demonstrate that it has led to an improvement in the Operator's environmental performance.

Assessor Actions

Implemented:

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

IMP 8.06 The Operator shall ensure that the Management Review provides output for the following items:

- a) The overall adequacy and effectiveness of the IEnvA System;
- b) Decisions related to improvement opportunities;
- c) Decisions related to any IEnvA System changes that may be required;
- d) Actions to be taken if Targets and Objectives aren't achieved.
- e) Opportunities where IEnvA processes can be integrated into existing processes;
- f) Strategic changes that may have an effect on the IEnvA System.

Assessor Actions

Documented:

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



Implemented:

1. Observed any outputs provided by the IEnvA Management Review such as:
 - a. email feedback (or similar); or
 - b. Meeting minutes or meeting report; or
 - c. any other evidence of output provided from a Management Review.

End of Standard.