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Issue	Date	Comments
1	January 2020	New Document

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1. Purpose

The purpose of this procedure is to ensure that all environmental aspects of the company's operations and activities are identified and that the significance of their environmental impacts are assessed to permit improvement objectives and the implementation of necessary control measures.

This procedure addresses both routine and non-routine activities, including contractors and visitors having access to the workplace.

2. Scope

This procedure covers all environmental aspects and impacts undertaken by the Company and includes the:

- Office
- Sites
- Yard Area

When working on Client's site due consideration should be given to the Client's Environmental Aspects and Impacts and whether Total Controlled Demolition Limited will have a greater impact or indeed reduce the impact. This should be included within the initial project start meetings.

These will also include those:

- Relating to current, past and proposed future activities
- Occurring under normal, abnormal or reasonably foreseeable emergency conditions

3. Responsibilities

The Managing Director is responsible for ensuring:

The availability of the resources including; specialised skills, technology and financial resources to enable Managers/Supervisors to implement, maintain and improve the management of environmental aspects to prevent pollution and comply with applicable legal requirements.

The Safety Manager

That a review the company's management of environmental aspects is undertaken at regular intervals by the Board to confirm continuing suitability, adequacy, and effectiveness and to assess opportunities for improvement with the Environmental Aspect Register reviewed at least annually.

That account is made for planned or new/contracts projects, or new or modified activities, and services ensuring that in the absence of an appropriate existing aspect assessment, a specific assessment is carried out particularly at the bid or planning stage and is reviewed if the bid or project is successful.

Any proposed changes to the company's, plant or equipment is subject to an assessment in accordance with this procedure.

Managers/Supervisors are responsible for ensuring:

Those significant environmental aspects of his contract/project activities and services are identified and evaluated and that findings of environmental assessments are brought to the attention of the workforce and client.

A review in conjunction with the client's representative is carried out of the status of activities and services, to identify changes in significance of their aspects and impacts.

Within a shared workplace, all parties within the boundaries of the scope, review environmental aspect assessments, for adequacy.

4. Definitions

Environmental Aspects – Elements of an organisations activities or products or services that can interact with the environment.

Environmental Impact – Any change to the organisation, whether adverse or beneficial, wholly or partially resulting from an organisation's **environmental aspects**.

5. Aspects & Impacts Identification

Criteria = Frequency

	Description
1	Negligible usage, Infrequent operation
2	Low usage / Normal Operation
3	Moderate usage / Frequent Operation
4	Very high usage / Emergency Conditions

Criteria = Legislation

	Description
1	No relevant legislation
2	Complies with legislation
3	Potential Breach / Lack of awareness
4	Breaching legislation

Criteria = Environmental Effect

	Description
1	Insignificant environmental effect
2	Minor environmental effort
3	Moderate / Potential major environmental effect
4	Major environmental effect

Criteria = Concern

	Description
1	Insignificant / No concern
2	Limited / Minor Concern
3	Moderate / Potential major concern
4	Major Company concern

Criteria = Controls

	Description
1	Full control / No need for control
2	Moderate control
3	Limited / Minor control
4	No Controls

Criteria = Factor

	Description
1 - 9	Low Level of Concern
10 - 15	Medium Level of Concern
16 - 20	High Level of Concern

The intention is to reduce impacts to "Best Practicable Means"

Having assigned a priority score for each environmental aspect and impact the following table suggests timeframes for reducing the impact, although reducing the impact may not always be practicable. This may need to be discussed at the Management Review Meeting & within the objectives, targets & management programme.

	Risk	Action	Timescale
	High	Short Term	Within 3 months
	Medium	Medium Term	Within 6 months

	Low	Long Term	1 Year +
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6. Aspects & Impacts List of Contents

No.	Aspect	Risk	N	A	E
5.1	General Waste to Landfill	Medium	12	13	14
5.2	Water Run Off	Low	7	12	18
5.3	Electrical, IT (WEEE) Disposal	Low	7	11	17
5.4	Gas Usage	Low	8	11	20
5.5	Electricity Usage	Low	8	11	15
5.6	Water Usage	Low	6	11	17
5.7	Company Vehicles/Plant	Medium	11	13	15
5.8	Fire	Low	7	13	20
5.9	Hazardous Waste Spillage	Medium	8	12	20
5.10	Control of Suppliers & Contractors	Low	9	15	19
5.11	Dust and Air Pollution	Medium	10	12	20
5.12	Noise & Vibration Exposure	Medium	10	11	17
5.13	Office Activities	Low	5	9	10

The name of the applicable legislation in the Aspects Register below has not been recorded instead the reference number of the associated legislation from PP041 Legislation and other Requirements Procedure has been used within line 2 of the Risk Table of each Environmental Aspect & Impact.

7. Aspects & Impacts Register

6.1 Risk: General Waste to Landfill Significance = Medium

1	Aspect Description	General Waste to Landfill
2	Associated Legislation	Ref No. E14, E15, E16, E18
3	Impact	Although the majority of Construction waste is recycled or reused, waste to landfill is a major contributor to land pollution. Any decrease in the amount sent will have a direct beneficial impact on the environment. The Regulations now requires that waste is categorised on the transfer note with a standard European code.

7.1.1 Impact Rating

Normal

Frequency	Legislation	Effect	Concern	Control	Total
3	2	3	3	1	12

Abnormal (i.e. Ad-hoc Increase of waste)

Frequency	Legislation	Effect	Concern	Control	Total
3	2	3	3	2	13

Emergency (i.e. Bin or Skip on Fire)

Frequency	Legislation	Effect	Concern	Control	Total
1	4	4	4	1	14

7.1.2 Operating Instructions

Although the majority of Construction waste is recycled or reused, asbestos waste when discovered unfortunately does as to go to landfill with little or no alternative.

On site compliance to the Client's and/or Principal Contractor's Site Waste Management Plan

The Waste area within the depot area is kept secure at all times reducing the risk of fire and vandalism.

7.1.3 Comments:

Management of general waste segregation within the office environment with a view to recycle will also reduce the amount sent to landfill significantly. The site currently operates with limited segregation. Systems for recycle paper, cardboard, wood, aluminium cans, toner bottles, shrink wrapping/plastic strapping & metal are underway.

Waste Contractors are: WSR Recycling

7.2 Risk: Water Run off Significance = Low

1	Aspect Description	Water Run off
2	Associated Legislation	Ref No. E19, E20
3	Impact	Sources of water pollution from Construction sites include: diesel and oil; paint, solvents, cleaners and other harmful chemicals; debris and dirt. When land is cleared it causes soil erosion that leads to silt-bearing run-off and sediment pollution. Silt and soil that runs into natural waterways turns them turbid, which restricts sunlight filtration and destroys aquatic life.

7.2.1 Impact Rating

Normal

Frequency	Legislation	Effect	Concern	Control	Total
2	2	1	1	1	7

Abnormal (i.e. Spillage to Sewer/Ground)

Frequency	Legislation	Effect	Concern	Control	Total
3	3	2	2	2	12

Emergency (i.e. Large Spillage to Sewer/Ground)

Frequency	Legislation	Effect	Concern	Control	Total
4	4	3	3	4	18

7.2.2

Operating Instructions –

- Regular Maintenance of Drainage System,
- Vehicles and Plant maintained regularly to prevent the risk of oil and coolant loss.
- To prevent erosion & run-off, minimise land disturbance, leave maximum vegetation cover.
- Cover piles of Construction waste like cement, sand and other powders, regularly inspect for spillages, and locate them where they will not be washed into waterways or drainage areas.

- Segregate, tightly cover and monitor toxic substances to prevent spills and possible site contamination.
- Cover up and protect all drains on site
- Collect any wastewater generated from site activities in settlement tanks, screen, discharge the clean water, and dispose of remaining sludge according to environmental regulations.

7.2.1 Comments:

It is highly unlikely that a major spillage occurring within the company area of responsibility, however it is recognised that a discharge to the foul water drainage system would cause an environmental incident. There are no large amounts of liquids substances used or stored either on site or within the office environment.

The Construction activities on site could produce a certain amount of discharge of water to the sewer system but normal good Construction practices will reduce the impact

7.3 Risk: **Electrical, IT (WEEE) Disposal** Significance = Low

1	Aspect Description	Electrical, IT (WEEE) Disposal
2	Associated Legislation	Ref No. E17
3	Impact	Disposing of electrical, electronic and IT equipment to landfill is a direct land pollutant. It is illegal to dispose of any electrical equipment in a general waste container. All waste of this nature must be segregated and disposed of in accordance with the above legislation.

7.3.1 Impact Rating

Normal

Frequency	Legislation	Effect	Concern	Control	Total
2	2	1	1	1	7

Abnormal (i.e. Excess amounts of IT/Maintenance/Electrical Waste)

Frequency	Legislation	Effect	Concern	Control	Total
3	2	2	2	2	11

Emergency (i.e. IT Waste ends up in the General Waste skip)

Frequency	Legislation	Effect	Concern	Control	Total
3	4	3	3	4	17

7.3.2 Operating Instructions

The majority of electrical components and fittings are either reused or recycled (Waste objectives defined in the objectives, Targets & Management Programme).

On site compliance to the Client's and Principal Contractor's Site Waste Management Plan

The General Waste Skips are not used for the disposal of WEEE and to be kept secure at all times.

7.3.3 Comments:

When equipment becomes redundant for its original use, the following options, listed in order of priority, should be considered:

- Recycling sale to outside bodies (Electrical Installation Components still useable)
- Donation to a charitable or community organisation (Computers and other IT equipment)
- Disposal in a secure and environmentally friendly manner via a specialised waste contractor

7.4 Risk: **Natural Gas for Heating** Significance = Low

1	Aspect Description	Natural Gas for Heating
2	Associated Legislation	Ref No. E2, E21, E23
3	Impact	Gas is a limited natural resource and is therefore limited in the long term; burning gas generates CO ² which causes global warming.

7.4.1 Impact Rating

Normal

Frequency	Legislation	Effect	Concern	Control	Total
2	2	2	1	1	8

Abnormal (i.e. Gas appliance not turned off when not in use)

Frequency	Legislation	Effect	Concern	Control	Total
3	2	2	2	2	11

Emergency (i.e. Major Gas Leak)

Frequency	Legislation	Effect	Concern	Control	Total
4	4	4	4	4	20

7.4.2

Equipment Operating Instructions, Statutory Inspections on the Gas Boiler by Gas Safe Certificated Tradesmen. Emergency procedure for potential gas leaks made known by utility company. Emergency contact list has been made available to all staff. Heating control set at a practicable figure for the weather conditions.

7.4.3 Comments:

Opportunities to reduce the amount of gas used across the business will be explored in 2016 - 2017.

It should be noted that an Energy Performance Certificate would be required should the building be sold on, rented or new Tenants lease any part of the building.

Environmental Targets - Carbon footprint reduction:

- We will measure our carbon footprint by March 2015
- We will reduce our overall carbon footprint by the end of 2016
- We will reduce our energy (heating) used across the business in 2015

7.5 Risk: **Electricity Use** Significance = Low

1	Aspect Description	Electricity used to light the office and storage area. Power office equipment & Air conditioning.
2	Associated Legislation	Ref No. E2, E21, E23

3	Impact	Electricity generation consumes natural resources (coal, oil, gas) and creates atmospheric emissions CO ² , SO ² , etc. CO ² leads to Global Warming & SO ² leads to Acid Rain.
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7.5.1 Impact Rating

Normal

Frequency	Legislation	Effect	Concern	Control	Total
2	2	2	1	1	8

Abnormal (i.e. Electricity used when not required)

Frequency	Legislation	Effect	Concern	Control	Total
3	2	2	2	2	11

Emergency (i.e. Electrical Fire)

Frequency	Legislation	Effect	Concern	Control	Total
1	3	3	4	4	15

7.5.2

Operating Instructions – Statutory Inspections on the Electrical Installation, low energy lighting and installations, Lights and other electrical equipment switched off when not in use.

7.5.3 Comments:

There are Opportunities & Objectives to reduce the amount of Electricity and Gas used across the business. (See Objectives, Targets and Management Programme).

The company are actively seeking to reduce the use and cost of electricity. However, the company is moving soon there is no benefit to collate the previous year's use of electricity at this time until they move premises.

It should be noted that an Energy Performance Certificate would be required should the building be sold on, rented or new Tenants lease any part of the building.

Environmental Targets - Carbon footprint reduction:

- We will measure our carbon footprint by March 2015
- We will reduce our overall carbon footprint by the end of 2016
- We will reduce our energy (electricity) used across the business in 2015

7.6 Risk: Water Usage for domestic purposes Significance = Low

1	Aspect Description	Water Usage for domestic purposes
2	Associated Legislation	No Legislation applicable to domestic water use
3	Impact	Water is a natural resource. Due to ever increasing demands & periodic drought periods water shortages can occur.

7.6.1 Impact Rating

Normal

Frequency	Legislation	Effect	Concern	Control	Total
1	1	2	1	1	6

Abnormal (i.e. Tap left on)

Frequency	Legislation	Effect	Concern	Control	Total
3	1	3	2	2	11

Emergency (i.e. Major Leak)

Frequency	Legislation	Effect	Concern	Control	Total
4	3	3	3	4	17

7.6.2

Operating Instructions – Emergency procedure for potential water leak – Ensure that the location of the emergency stopcock is know and emergency number for the Utility Company is know

5.6.3 Comments:

There are Opportunities & Objectives to reduce the amount of water used across the business once the company move premises.

7.7 Risk: Company Vehicles/Plant Use Significance = Medium

1	Aspect Description	Company Vehicles - consume petrol or diesel and generate CO ₂ , SO ₂ , Nox, etc., use natural resources and cause atmospheric pollution, in particular adding to the greenhouse effect. Also danger of leakage of Oil or Fuel
2	Associated Legislation	Ref No. E3
3	Impact	The best estimates of CO ₂ emissions for all modes have been aggregated to produce an overall figure for freight transport: 33.7 million tonnes. Road transport accounts for 92% of this total, split in the ratio 86:14 between HGVs and vans. The scale of emissions depends on how well the vehicles are maintained and how well they are driven, as is tyre usage.

7.7.1 Impact Rating

Normal

Frequency	Legislation	Effect	Concern	Control	Total
3	2	3	2	1	11

Abnormal (i.e. Usage exceeds 40,000 miles per year)

Frequency	Legislation	Effect	Concern	Control	Total
4	2	3	2	2	13

Emergency (i.e. Faulty Vehicle/Machine)

Frequency	Legislation	Effect	Concern	Control	Total
4	4	3	2	2	15

7.7.2 Operating Instructions

Good vehicle maintenance to ensure that there are no leakages of oil or fuel Compliance to PP026 Driving Company Vehicles

Compliance to PP020 Equipment Procedure when using Plant and Equipment
Introduction of a Tracker System to Company Vehicles

7.7.3 Comments:

Future projects should include environmental management of company cars and perhaps a Driving Awareness Programmes.

Environmental Targets - Carbon footprint reduction:

- We will measure our carbon footprint by the end of 2016.
- We will reduce our overall carbon footprint by the end of 2017.
- We will fit tracker systems to the majority of company vehicles by end of 2016

7.8 Risk: Fire Significance = Low

1	Aspect Description	Fire - can release noxious smoke and particulates, which will spread to the neighbourhood. The Fire Service's water can become contaminated with substances released by the fire & combustion products and enters site drains, leading to pollution of water courses.
2	Associated Legislation	Ref No. E1
3	Impact	Apart from the danger to life and the destruction of building and goods, a fire could pollute the atmosphere and neighbourhood.

7.8.1 Impact Rating

Normal (i.e. Fire Alarm System, Fire Arrangements & Smoke Detectors, etc working)

Frequency	Legislation	Effect	Concern	Control	Total
1	2	1	2	1	7

Abnormal (i.e. Failure of fire alarm system and smoke detectors)

Frequency	Legislation	Effect	Concern	Control	Total
4	3	1	3	2	13

Emergency (i.e. Fire)

Frequency	Legislation	Effect	Concern	Control	Total
4	4	4	4	4	20

7.8.2 Operating Instructions

Compliance to Fire Safety Procedure PP022 both on site and at the office
Annual Fire Safety Audit
Robust Site Emergency Arrangements in Place

7.8.3 Comments:

All fire extinguishers on site tested at least annually with periodic testing of the fire alarm/detection system.

Hot Work Permit in Place when Hot Work is taking place

7.9 Risk: Hazardous Waste Spillage Significance = Low

1	Aspect Description	Hazardous Waste Spillage
2	Associated Legislation	Ref No. E15, E16
3	Impact	Hazardous Waste Spillage's must be cleaned up in accordance with the emergency procedure for spillage to

		reduce any pollution of land or water pathways Disposal of Hazardous Waste must be in compliance with the Waste (England & Wales) Regulations
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7.9.1 Impact Rating

Normal

Frequency	Legislation	Effect	Concern	Control	Total
1	2	2	2	1	8

Abnormal (i.e. Containers full and not collected – nowhere to store on site)

Frequency	Legislation	Effect	Concern	Control	Total
3	2	3	2	2	12

Emergency (i.e. Major Spillage on Site)

Frequency	Legislation	Effect	Concern	Control	Total
4	4	4	4	4	20

7.9.2 Operating Instructions

Compliance to PP047 Pollution Incident Control Plan

7.9.3 Comments:

Provisions have been made in the form of spill kits and spillage training to minimise any spillage impact.

7.10 Risk: Control of Sub-Contractors Significance = Low

1	Aspect Description	Control of Sub-Contractors
2	Associated Legislation	No Specific Environmental Legislation although all environmental is relevant
3	Impact	It is important that suppliers & subcontractors whose products, services or activities are likely to impact on the environment are themselves aware of what the consequence are.

7.10.1 Impact Rating

Normal

Frequency	Legislation	Effect	Concern	Control	Total
1	2	2	2	2	9

Abnormal (i.e. Poor on site control)

Frequency	Legislation	Effect	Concern	Control	Total
3	3	3	3	3	15

Emergency (i.e. Major issue on site i.e. Fire, Spillage)

Frequency	Legislation	Effect	Concern	Control	Total
4	4	4	4	3	19

7.10.2 Operating Instructions

Compliance to the requirements of PP035 Supplier Evaluation & Approval Procedure.
Limited use of sub-contractors, Planned and ad-hoc Site Monitoring

7.10.3 Comments:

The External Provider's Induction/Approval Process should be subject to regular reviews to look for continual improvement.

7.11 Risk: Dust and Air Pollution Significance = Medium

1	Aspect Description	Dust and Air Pollution
2	Associated Legislation	Ref No. E1
3	Impact	Dust and Air Pollution in connection with Construction activities on site can cause annoyance to neighbouring residents or adjacent businesses and their occupants. If a nuisance is likely to be prejudicial to a person's health or to interfere with their legitimate use and enjoyment of land, then legal action can be taken to stop the nuisance

7.11.2 Impact Rating

Normal

Frequency	Legislation	Effect	Concern	Control	Total
2	2	2	2	2	10

Abnormal (i.e. Excessive Dust)

Frequency	Legislation	Effect	Concern	Control	Total
3	2	2	3	2	12

Emergency (i.e. Fire on Site)

Frequency	Legislation	Effect	Concern	Control	Total
4	4	4	4	4	20

7.11.2 Operating Instructions

- Burning of materials on site shall not be permitted.
- Using processes which do not generate hazardous fumes and hazardous dust
- Ensuring that airborne hazards do not escape from the site to affect members of the public and surrounding environment.
- Dust pollution will be minimised during Construction by the complete screening, if practicable, of the building or structure to be demolished with debris screens or sheets.
- The watering down of the area should be carried out where necessary to minimise dust transfer into neighbouring premises.
- Wheel wash facilities should be provided on larger sites.
- Stockpiles of earth shall be damped down or otherwise suitably treated to prevent the emission of dust from the site.
- Stockpiles should be planned and sited to minimise the potential for dust generation. The handling of spoil should be kept to a minimum and when materials are deposited onto a stockpile it should be from the minimum possible height.
- The area around the site, including the public highway, is regularly and adequately swept
- Skips and removal vehicles shall be properly covered when leaving the site.
- Spoil should be handled in such a way so that it does not give rise to excessive dust.

- Watering of rubble chutes shall be undertaken where necessary to prevent dust emission.
- Prevent smoke emissions or fumes from plant or stored fuel oils from drifting into residential areas. Measure taken to ensure that all plant is well maintained and not left running for long periods when not in use.

7.11.3 Comments:

General advice can be obtained from the “Control of dust from construction activities “.

7.12 Risk: Noise & Vibration Exposure to Neighbours Significance = Medium

1	Aspect Description	Noise Exposure to Neighbours
2	Associated Legislation	Ref No. E5, E6
3	Impact	Noise Exposure in connection with Construction activities on site can cause annoyance to neighbouring residents or adjacent businesses and their occupants. If a nuisance is likely to be prejudicial to a person's health or to interfere with their legitimate use and enjoyment of land, then legal action can be taken to stop the nuisance

7.12.1 Impact Rating

Normal

Frequency	Legislation	Effect	Concern	Control	Total
2	2	2	2	2	10

Abnormal (i.e. Greater Vehicle movement)

Frequency	Legislation	Effect	Concern	Control	Total
3	2	2	2	2	11

Emergency (i.e. Badly maintained Plant)

Frequency	Legislation	Effect	Concern	Control	Total
4	4	3	3	3	17

7.12.2 Operating Instructions

- Vehicles and mechanical plant used for the purpose of the works shall be fitted with effective exhaust silencers, maintained in good and efficient working order and operated in such a manner as to minimise noise
- All plant complies with the relevant statutory requirements.
- Machines in intermittent use should be shut down or throttled down to a minimum when not in use.
- Compressors should be fitted with properly lined and sealed acoustic covers, which should be kept closed whenever in use.
- Pneumatic percussive tools should be fitted with mufflers or silencers of the type recommended by the manufacturers.
- Equipment which breaks concrete, brickwork or masonry by bending or bursting or “nibbling” shall be used in preference to percussive tools where practicable.
- Avoid the use of impact tools where the site is close to occupied premises.
- Where practicable, rotary drills and bursters activated by hydraulic, chemical or electrical power shall be used for excavating hard or extrusive material.

- Where practicable, equipment powered by mains electricity shall be used in preference to equipment powered by internal combustion engine or locally generated electricity.
- Neither any part of the works nor any maintenance of plant shall be carried out in such a manner as to cause unnecessary noise or vibration except in the case of an emergency
- Plant shall be maintained in good working order so that extraneous noise from mechanical vibration, creaking and squeaking is kept to a minimum.
- Noise emitting machinery which is required to run continuously shall be housed in a suitable acoustic lined enclosure wherever practicable.
- Care should be taken to reduce noise when loading/unloading vehicles or moving materials, etc.

7.12.3 Comments:

Noise on site is normally controlled by the Principal Contractor's Environmental Plan.

5.13 Risk: Office Activities Significance = Low

1	Aspect Description	Office Activities
2	Associated Legislation	E2, E7, E15
3	Impact	Use of IT Equipment, telecommunications, Photo-Copiers, Paper, Stationary and other consumables Office Cleaning

7.13.1 Impact Rating

Normal

Frequency	Legislation	Effect	Concern	Control	Total
2	1	1	1	1	6

Abnormal (i.e. Greater Use of consumables)

Frequency	Legislation	Effect	Concern	Control	Total
2	1	2	2	2	9

Emergency (N/A)

Frequency	Legislation	Effect	Concern	Control	Total
3	1	2	2	2	10

7.13.2 Operating Instructions

Compliance to Company procedure
Resource management of paper and consumables

7.13.3 Comments:

The activities are some of the minor environmental aspects that have an impact on the business – these may have already been assessed as some of these already contribute to some of the major impacts highlighted previously in the register.

8. Other Environmental Activities carried out within the Company

The following activities are other environmental aspects that have an impact on the business – these have not been assessed as some of these already contribute to some of the major impacts highlighted in the register.

Environment Activity	Environmental Aspect	Environmental Impact
Use of IT Equipment	Disposal of electrical equipment. Energy Consumption.	Waste to landfill - Recycled or reused.
Discharge of water from toilets & canteen.	Water usage	Add to strain on natural water resources. Environmental impact of treating sewage.
Office Cleaning	Water use. Chemical use. Energy consumption. Paper waste.	Chemicals to fresh water drainage system. Waste to landfill. Energy consumption.

9. Communication

The Company has made the decision not communicate the significant environmental aspects and impacts to the public. Although the Environmental Policy will be available for viewing by the public on the Company's Website.

10. References

Legislation Register

Contacts, Further Information and Practical Advice

- **Environmental and Energy Helpline** 0800 585 794 – free advice on any environmental issue.
- **Envirowise** provides impartial authoritative information on best practice and managing resource use. This includes guides on particular industrial processes. Its publications are disseminated through many channels including Trade Associations, Links and the Environment Agency. It has produced a number of useful guides on water use, including those listed below. Contact 0800 585 794 for the Environment and Energy Helpline.
www.envirowise.gov.uk
- **Environment Agency Enquiries:** 0870 850 6506 www.environment-agency.gov.uk
- **Department of the Environment, Transport and the Regions Website**, (DEFRA)
www.defra.gov.uk/environment/water/index.htm

Guidance and Standards

The following international standards provide useful guidance on the implementation of environmental management:

- ISO 14001:2004 Environmental management systems – Requirements with guidance for use
- ISO 14004: 2004 Environmental management systems – General guidelines on principles, systems and support techniques