



**SYNERGOS
CONSULTANCY LTD**



ISO 14001

Evidencing sustainable business operations, as standard.



14001

ISO 14001 explained

This guide is designed to introduce you to the ISO 14001 Environmental Management System (EMS), including outlining the purpose of it, the benefits of obtaining certification, and the steps involved in achieving and maintaining it — it's easier than you might think!

What is ISO 14001?

ISO frameworks are a set of internationally recognised guides and processes for organisations to use.

The ISO 14000 family of standards exist to help companies manage their operations so that they have minimal effect on the environment, alongside ensuring compliance with relevant laws and regulations, and maintaining continuous improvement.

ISO 14001 provides a framework for organisations to follow that enables them to develop, implement, and maintain an effective environmental management system.

The guidance covers various areas of business operations, including procurement, storage, distribution, product development, manufacturing, and more. The goal is to mitigate or reduce any negative environmental impact at every stage in the life cycle of a product or service. Crisis situations, stakeholder expectations, and the effect the business has on any local communities are also included.

This certification evidences that you're serious about sustainability — something that every reputable organisation should be committed to in the fight against climate change and pollution. More often, ISO 14001 is being required as standard, as companies look to ensure that their supply chain meets certain sustainability criteria.



What is **required?**

The aim of ISO 14001 is to take responsibility for the impact business operations have on the environment. When in use, the EMS has three intended outcomes: to help with the understanding of a company's environmental impact, to ensure compliance with local, regional, and national regulations, and to reduce environmental impact through the use of effective processes and controls.

The requirements of ISO 14001 consist of 10 clauses, of which the first three only describe the standard. Clauses 4 through to 10 contain the elements of the environmental management system, and include:



Context of the Organisation

This section includes the general requirements for an environmental management system, including the needs of all relevant stakeholders, as well as the scope of the EMS — taking into account all of the consequences and effects that it will have internally, externally, and environmentally.



Leadership

Senior leadership must identify organisational roles, responsibilities, and authorities that will be included in the EMS. This requirement also includes the definition of the environmental policy, which covers the environmental objectives and compliance with legal requirements. This must come from top management as a directive to ensure it becomes embedded in company culture.



Planning

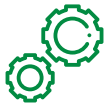
Planning for and identifying risks is central to any ISO certification. For ISO 14001, this involves the evaluation of environmental aspects, i.e. how operations interact with the environment, and addressing their impact. This is integral to the EMS.



Support

The support requirement is the largest section, and addresses the allocation of resources to the EMS. It also covers requirements around the competence of staff, awareness of the EMS across the business, good communication, and the effective control of documented information. Training of staff is crucial to the success of the environmental management system.

What is **required?** *(continued...)*



Operation

This requirement stipulates that an organisation develops a plan that ensures it takes full operational responsibility for its environmental impact, and takes every step to manage and control it. The main outcome of implementing an EMS is the reduction and/or mitigation of any environmental impact and therefore, this clause is critical.



Performance Evaluation

It's mandatory to carry out internal audits, and that the audit system itself is able to quickly highlight any issues that need resolving. This is an effective way to monitor, measure, and analyse the outcomes of your processes, and senior management should develop a method to regularly review results.



Improvement

This clause addresses how you will manage any nonconformities in any EMS processes, including what corrective actions you will take once they're identified. This section also includes methods for continuous improvement through constantly working towards lessening your environmental impact.

At Synergos, we know that these requirements may seem overwhelming at first, but our experts can work with you step-by-step to develop an effective environmental management system that will help you work towards more sustainable business operations.



Six ways your business will benefit from ISO 14001 certification...

- ✓ Improved environmental management through the **reduction of waste** and the **creation of efficiencies** — showcasing that you're a responsible business
- ✓ Ensured legal compliance through **better understanding** of relevant regulatory and legal requirements, **mitigating the risk** of any future prosecution.
- ✓ Cut operational costs by **reducing utility bills** and other types of business waste, helping you to **become leaner** and more efficient.
- ✓ Improve relationships with customers and clients by demonstrating your commitment to environmental concerns, fostering **repeat business and preferred supplier status**.
- ✓ Win **more new business** — including via tender opportunities — by showcasing your ISO 14001 in marketing materials.
- ✓ Gain a **competitive advantage and boost your brand image** by evidencing your commitment to sustainable business practices.

Achieving ISO 14001 certification not only allows your business to help work towards a safer, cleaner world for the future, but can also give a great boost to the bottom line thanks to the wider implications of the accreditation.

At Synergos, we can help you realise all of these benefits by supporting you with the development and implementation of your EMS. Speak to us today to find out how.

Achieving ISO 14001 status in 5 easy steps

From start to finish, we'll be by your side, supporting you in achieving ISO 14001 certification. It's easier than you might think!

Step 1: **Develop the ISO 14001 environmental management system**

During this step, an internal audit is completed to ensure that the processes in the EMS are aligned with the environmental objectives, and to discover if there are any problems within the processes themselves that need to be resolved.

A management review will then take place to ensure resources are allocated correctly, and that any corrective actions required will take place.

Step 2: **Appoint a UKAS accredited certification body**

A UKAS accredited body is guaranteed to be impartial, and is the gold standard for certifying bodies in the UK. This is because it has proven it

complies with best practice, and will deliver a competent and impartial service based on internationally recognised standards.

Any customer or client looking for ISO 14001 certification from a supplier will typically want to see that the certification is UKAS accredited to ensure it's credible.

Step 3: **Prepare for your Stage 1 audit**

Before the stage 1 audit, businesses must complete a final review of their EMS to ensure that no vital information has been missed, cross-referencing against the standards laid out in ISO 14001. During this preparation stage, it's important to ensure staff are trained and up to speed, as competence in updating documents is key to an effective EMS — and to passing audits.

Achieving ISO 14001 status in 5 easy steps

(continued...)

Step 4: Complete Stage 1 and Stage 2 audits

An auditor from a UKAS accredited certification body will attend the site that is undergoing ISO 14001 implementation to carry out each audit.

- **Stage 1 audit:**
The auditor will check that your documentation meets the requirements of ISO 14001, and gauge the organisation's readiness for the stage 2 certification audit, identifying areas where you're not currently meeting the standard so that changes can be made before the next stage.
- **Stage 2 audit:**
The auditor will then return for the stage 2 audit, meticulously going

through all the documentation and looking to see that feedback from the stage 1 audit has been acted upon. If this audit is a success, your business will receive ISO 14001:2015 certification — congratulations!

Step 5: Continually review the ISO 14001 EMS for its annual audit

An auditor from the UKAS accredited certified body will return every year to re-assess certification — as long as the environmental management system (EMS) continues to meet the requirements of the ISO 14001 standard, ensuring that your business continues to take responsibility for the environmental aspects of its operations.

Our team of specialists at Synergos will be on hand at every stage, supporting you to achieve ISO 14001 certification.

Why choose Synergos?

Our team of expert, **reliable**, and **approachable** consultants will have you soaring through the process in no time! And, we also offer:

- ✓ A 100% **guarantee that you will achieve your chosen certification**, or we will refund the entirety of the monies paid to us, as per our terms and conditions. That's how confident we are that we can help you gain ISO 14001 accreditation.
- ✓ **We'll manage the entire process** for you, so you can focus on your day-to-day business operations.
- ✓ Ongoing support, to ensure that your environmental management system is maintained and up-to-date to **ensure recertification during your annual audits**.
- ✓ **We've a proven track record** of helping our clients to achieve their certifications — so you can be confident in putting your trust in us.



What our clients say about us

And should you feel the need, we'd be happy to introduce you to any of our customers so that you can hear what working with us is like directly from them.



“Synergos understood our challenges, as well as the restrictions and resources within our business. Her knowledge, reassurance, approachability, and availability all factored in the final decision The ISO was a fast process, and the consultant was there to support right from the beginning. Documentation was provided where needed, as well as full preparation and support focused on the key requirements. We will certainly continue to recommend Synergos – even to our own clients.”

Catherine Embleton, Office Manager, Concept IT Services Ltd



“Achieving ISO 27001 certification is recognition of the hard work our team do to ensure the highest standards, and it was invaluable to work with the compliance experts at Synergos deliver an efficient process.”

Nigel Garner, CTO Director, Answer Digital Ltd



*“Synergos is absolutely fantastic at what they do!
They help translate technical jargon into understandable information. They are all incredibly knowledgeable of all areas of compliance!
They offer a professional, responsive, and great quality service which was paramount to us being recommended for certification!”*

Liam Fitzakerley, Compliance Manager, Skanwear Ltd

Don't just take our word for it. See what our clients have to say about working with us.



We are
resource

“Delighted to be working with Jenny and her team - great partnership approach, understanding and recommending solutions to fit our business. Always friendly, approachable and professional we would highly recommend their services to other companies wishing to go through the ISO process and certification.”

Gail Weathers, Director, resource Ltd



“We use Synergos for the ongoing management of our Information Security Management System and to ensure we stay ISO 27001 certified.

I can honestly say that Synergos has comprehensively taken over the responsibility of our ISMS and assumed all roles that an Information Security Manager has so successfully that I don't have to worry about a thing. It's made my life so much easier and helped us to enhance what we already have in place.

I would 100% recommend Synergos to anyone who is considering outsourcing their ISO 27001 requirements.”

Sim Hobson, Project Manager & Co-Founder, Steamhaus



like minds

“Appointing Synergos to help us manage our ISO credentials and ensure we're managing our policies and our systems properly was the best decision we made last year. And I'm pleased to say that we have just passed our ISO accreditation for another year. It's incredibly reassuring knowing we have Steve to turn to and it's great having someone who helps turn all the formalities into something we can understand!”

Moira Throp, Director, like minds Ltd

**We hope you found this overview useful.
If you have any queries or want to begin
your ISO 27001 journey to enjoy all the
benefits it brings, contact us today for a
no obligation, informal conversation.**



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