



*BC Timber Sales*  
*ENVIRONMENTAL MANAGEMENT SYSTEM*

# EMS MANUAL

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# Chapter 1 Introduction

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The interest from the international and domestic marketplace in buying wood products from certified forests has grown and many British Columbia forest products companies have obtained registration of their forest management programs. This has been supported by the provincial government, recognizing that forestry certification is voluntary and complementary to the standards of the province's Forest and Range Practices Act and Regulations.

The fundamental value of this environmental management system (EMS) is that it enables BC Timber Sales (BCTS) to arrange and focus its' management activities into an integrated, functioning system (including administration, planning and operations) with particular emphasis upon environmental impacts and risks. More specifically, the EMS encourages the following:

- corporate commitment to excellence in forest management, and related quality control
- development of a foundation to address resource management activities and practices
- application of continual improvement principles and procedures
- disclosure of objectives, targets and results (public, transparent)
- assignment of fiscal and human resources to appropriate activities
- assignment of personal responsibilities and accountabilities
- development of good record keeping processes and procedures
- demonstrating due diligence
- implementing sustainable forest management (SFM) standards (i.e. Canadian Standards Association (CSA) Z809, Sustainable Forestry Initiative (SFI) and/or Forest Stewardship Council (FSC))

The Executive Director (BCTS) has the overall responsibility for the EMS and SFM at the corporate level. This includes responsibility for approving environmental and SFM policies, providing corporate authority and resources for the effective management of the EMS and sustainable forest management plans (SFMPs), where applicable, documenting the assignment of BCTS EMS/SFM roles and responsibilities, participating in corporate EMS and, where applicable, SFM management reviews, as well as other responsibilities outlined in this manual.

The BCTS Timber Sales Office (TSO) will implement the EMS and applicable, SFMP(s) at the local level.



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## **Scope**

The scope of the Environmental Management System (EMS) includes all licenses, permits and contracts awarded by BCTS Timber Sales Managers, as well as all activities undertaken by BCTS staff, licensees, permittees and contractors (LPCs) in the following functional areas: planning, roads, harvesting and silviculture. All activities undertaken by BCTS LPCs on log dumps and fuel storage & handling areas directly associated with BCTS LPC operations, but not covered by BCTS licenses, permits or contracts, are specifically included.

## **Updates**

The Certification Officer is accountable for ensuring that the EMS Manual is maintained.

The official copy of the latest version of the EMS Manual will be maintained on the BCTS website. Users of the EMS should check the website to ensure that they have the current version.



## Chapter 2 Overview of ISO 14001 International Standard

### Overview

ISO 14001 is the environmental management system (EMS) standard developed by the International Organization for Standardization. The standard has resulted from the efforts of a technical committee representing 70 countries around the world. As illustrated in the diagram this standard is based on a circular system-flow model commencing with environmental policy, followed by planning, implementation and operation, checking and corrective action and closing the loop with management review.

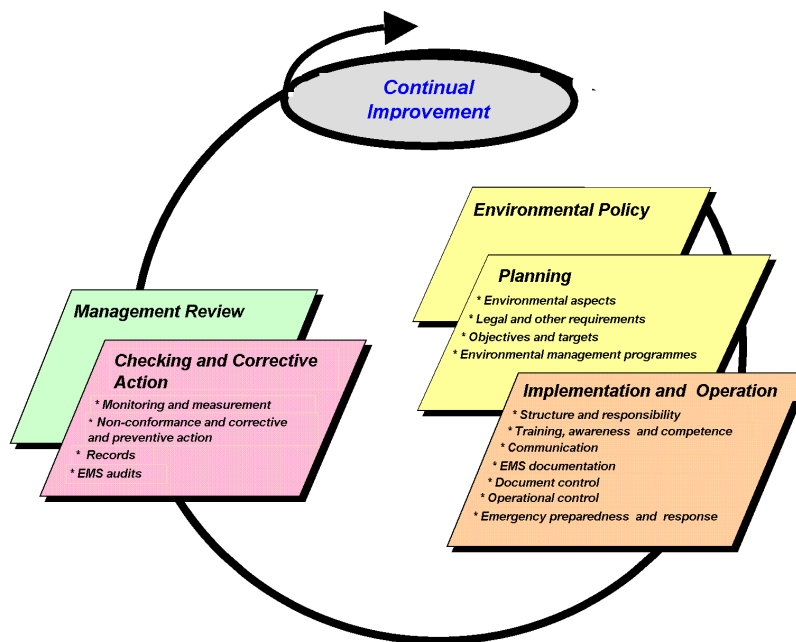


Figure 2.1: ISO System Model

\* Diagram courtesy of ISO 14001 International Standard.

This standard is applicable to organizations wishing to:

- Implement, maintain, and improve an environmental management system;



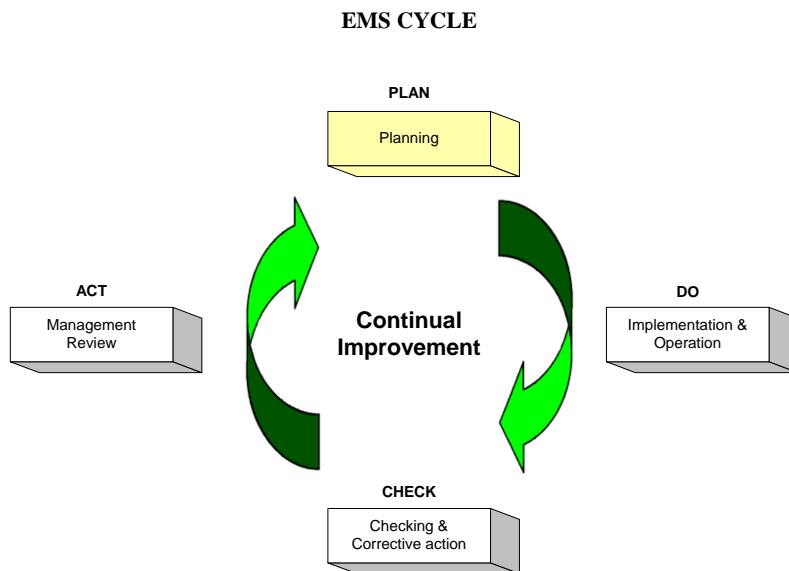
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- Assure conformance with the stated environmental policy;
- Demonstrate such conformance to others;
- Seek certification of the environmental management system by a third party registering organization.

ISO 14001 does not state specific environmental performance criteria. Instead, it enables an organization to formulate policies and objectives, taking into account legislative requirements and information about significant environmental aspects which it can control and over which it has an influence.

The guiding principles of the environmental management system are based on a cycle of PLAN-DO-CHECK-ACT and continual improvement of performance.

Organizations must demonstrate continual improvement to maintain certification once their EMS is registered.



*Figure 2.2: EMS Cycle*



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The five guiding principles of the EMS are:

### **Principle 1 – Commitment and Policy**

*An organization should define its environmental policy and ensure commitment to its environmental management system.*

### **Principle 2 – Planning**

*An organization should formulate a plan to fulfil its environmental policy.*

### **Principle 3 – Implementation**

*For effective implementation an organization should develop the capabilities and support mechanisms necessary to achieve its environmental policy, objectives and targets.*

### **Principle 4 – Measurement and Evaluation**

*An organization should measure and evaluate its environmental performance.*

### **Principle 5 – Review and Improvement**

*An organization should review and continually improve its environmental management system with the objective of improving its overall environmental performance.*

Further information can be found by reference to the publications:

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



# Chapter 3                      Environmental and SFM Policies

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## **Purpose**

To define and maintain environmental and sustainable forest management (SFM) policies that are appropriate to the activities of BC Timber Sales.

## **Scope**

This Chapter defines the procedure for approval, adoption, and communication of the environmental and SFM policies.

## **Roles**

(See Chapter 7: Structure and Responsibilities)

- Executive Director (BCTS)
- Timber Sales Manager

## **Procedure**

**Executive Director (BCTS)** will:

- Approve environmental and SFM policies and review them annually for their continuing suitability and appropriateness
- Ensure the policies are prominently displayed and available at the BCTS corporate office and on the corporate certification webpage
- Communicate the environmental and SFM policies to all Timber Sales Managers

**Timber Sales Manager** will:

- Communicate the environmental and SFM policies to all BA staff, licensees / permittees / contractors (LPCs), and the public
- Ensure the policies are prominently displayed and available at the TSO and on the BA certification webpage



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## ISO 14001 Reference

### ***Clause 4.2 Environmental policy***

*Top management shall define the organization's environmental policy and ensure that, within the defined scope of its environmental management system, it*

- a) is appropriate to the nature, scale and environmental impacts of its activities, products or services;*
- b) includes a commitment to continual improvement and prevention of pollution;*
- c) includes a commitment to comply with applicable legal requirements and with other requirements to which the organization subscribes which relate to its environmental aspects,*
- d) provides the framework for setting and reviewing environmental objectives and targets;*
- e) is documented, implemented and maintained*
- ff) is communicated to all persons working for or on behalf of the organization, and*
- g) is available to the public.*

## Related Documents

- Environmental Policy
- Sustainable Forest Management Policy
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



## **Chapter 4                      Environmental Aspects**

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### **Purpose**

Assess environmental elements in a consistent manner to determine the highest risk for BCTS activities and to ensure that these aspects are periodically reassessed.

### **Scope**

This Chapter defines the procedures for addressing and maintaining a list of significant environmental aspects.

### **Roles**

(See Chapter 7: Structure and Responsibilities)

- Timber Sales Manager
- Certification Officer
- Certification Standards Officer (CSO) Team
- Local Committee

### **Procedure**

**Timber Sales Manager** will:

- Ensure through the management review that environmental aspects are risk rated and maintained at the BA as per the procedure and changes are communicated to the Certification Officer

**Certification Officer** will:

- Maintain and approve the Significant Environmental Aspects Form (Table 004-1), Aspect Risk Assessment Procedure (Table 004-2) and Environmental Aspect Evaluation Form (Table 004-3) templates
- Periodically request CSOs and BA local committees to conduct a full review of BA significant environmental aspects following the procedure described in the Aspect Risk Assessment Procedure (Table 004-2) utilizing the Significant Environmental Aspects Form (Table 004-1) and Environmental Aspect Evaluation Form (Table 004-3) templates
- Address any changes to the corporate list of environmental aspects taking into consideration any information presented during the annual management review (Chapter 17)



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- Approve significant environmental aspects developed by each Business Area (BA) (Table 004-1)

### **Certification Standards Officer (CSO) Team will:**

- Submit recommendations for revision to the Aspect Risk Assessment Procedure (Table 004-2) and Environmental Aspect Evaluation Form (Table 004-3) to the Certification Officer as required for consideration in the corporate management review

### **Local Committee will:**

- Conduct an overview of BA significant environmental aspects annually and update BA Tables 004-3 and 004-1 as required
- Conduct periodic reviews of the BA specific aspects and update, as required, the BA Environmental Aspect Evaluation (Table 004-3) and BA Significant Environmental Aspects (Table 004-1), based on information including:
  - Changes in legislation and the impact on the EMS
  - Changes in scale and technology of woodlands operations
  - New or modified activities
  - Evaluation of operational controls
  - Review of non conformance issues
  - Concerns expressed by interested parties, and
  - Criteria, objectives, and indicators of Sustainable Forest Management as applicable to the scope of the EMS

## **ISO 14001-2004 Reference**

### ***Clause 4.3.1 Environmental Aspects***

*The organization shall establish, implement and maintain a procedure(s)*

- a. To identify the environmental aspects of its activities, products and services within the defined scope of the environmental management system that it can control and those that it can influence taking into account planned or new developments, or new or modified activities, products and services and*
- b. To determine those aspects that have or can have significant impact(s) on the environment (i.e. significant environmental aspects)*

*The organization shall document this information and keep it up to date*

## **Related Documents**

- Significant Environmental Aspects Form (Table 004-1)
- Aspect Risk Assessment Procedure (Table 004-2)
- Environmental Aspect Evaluation Form (Table 004-3)



# **Chapter 5                      Legal & Other Requirements**

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## **Purpose**

To ensure that BA staff have access to legal and other requirements that are applicable to the BA operations.

## **Scope**

This Chapter defines the procedure for the access, review, evaluation and communication of current pertinent legislation and other requirements or commitments.

## **Roles**

(See Chapter 7: Structure and Responsibilities)

- Timber Sales Manager
- Certification Officer
- BA CSO
- BA Supervisors

## **Procedure**

**Timber Sales Manager** will:

- Ensure that staff have access to current pertinent legislation
- Determine and approve local requirements or commitments, such as BA Sustainable Forest Management Plans, if applicable
- Communicate any other BA requirements or commitments to the relevant BA staff

**Certification Officer** will:

- Review changes to legal and other requirements or commitments and evaluate the need for changes to EMS documents
- Communicate changes to the Certification Standards Officers
- Identify and record corporately controlled documents on the Document Control Matrix (Table 010-1)



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### **BA CSO and/or relevant BA Supervisors will:**

- Monitor changes in legislation for relevancy to BA activities
- Identify and record locally controlled documents (see Chapter 10), as required
- Evaluate the relevancy of legislation and other requirements to BA activities and aspects and maintain this information within Table 004-1
- Communicate changes to legal and other requirements or commitments and changes in EMS procedures to appropriate staff and licensees / permittees / contractors using in-house communication, in-house training sessions, as applicable, and pre-work meetings

### **ISO 14001-2004 Reference**

#### ***Clause 4.3.2 Legal and other requirements***

*The organization shall establish, implement and maintain a procedure(s)*

- a. To identify and have access to the applicable legal requirements and other requirements to which the organization subscribes related to its environmental aspects, and*
- b. To determine how these requirements apply to its environmental aspects*

*The organization shall ensure that these applicable legal requirements and other requirements to which the organization subscribes are taken into account in establishing, implementing and maintaining its environmental management system.*

### **Related Documents**

- Significant Environmental Aspect Form (Table 004-1)
- Document Control Matrix (Table 010-1)
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



# Chapter 6 Objectives, Targets and Programs

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## **Purpose**

To ensure that BCTS establishes and maintains documented environmental objectives and targets consistent with its environmental policy and establishes and maintains program(s) for achieving its objectives and targets.

## **Scope**

This Chapter provides the procedures for the development, approval, maintenance and review of the environmental objectives and targets, and the development of environmental management programs which ensure that the BCTS operations are consistent with:

- Objectives and targets established in the EMS
- Available resources and time frames for achieving the objectives and targets

## **Roles**

(See Chapter 7: Structure and Responsibilities)

- Executive Director (BCTS)
- Timber Sales Manager
- Certification Officer
- BA CSO
- Local Committee

## **Procedure**

**Executive Director (BCTS)** will:

- Approve corporate objectives and targets, and environmental management program

**Certification Officer** will:

- Ensure that corporate objectives and targets and environmental management program are developed and reviewed annually and are consistent with the environmental policy and any direction from the Executive Director (BCTS) based on the results of the corporate management review (Chapter 17)



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- Review and approve BA objectives and targets
- Maintain the EMP Template (Table 006-1)

### **Timber Sales Manager will:**

- Approve BA environmental management programs
- Implement BA and corporate environmental management programs

### **BA CSO will:**

- Maintain approved local objectives and targets in the BA EMP Template (Table 006-1)

### **Local Committee will:**

- Establish BA objectives in consideration of:
  - significant environmental aspects
  - legal requirements
  - sustainable forest management plans (if applicable)
  - technological options
  - financial, operational and strategic business requirements
  - views of interested parties and licensees / permittees / contractors, and continual improvement requirements
- Ensure BA objectives are developed and reviewed periodically and are consistent with the environmental policy and any direction from the Executive Director (BCTS) and/or Timber Sales Manager based on the results of the management reviews (Chapter 17)
- Develop and maintain measurable targets to meet the objectives
- Develop environmental management programs (Table 006-1) that encompass the BA objectives and targets, which describe:
  - The action(s) required to achieve the target
  - Responsibility for achievement
  - Deadlines for completion

## **ISO 14001-2004 Reference**

### ***Clause 4.3.3 Objectives, targets, and programme(s)***

*The organization shall establish and maintain documented environmental objectives and targets, at each relevant function and levels within the organization.*

*The objectives and targets shall be measurable, where practicable, and consistent with the environmental policy, including the commitments to prevention of pollution, to compliance with applicable legal requirements and with other requirements to which the organization subscribes, and to continual improvement*

*When establishing and reviewing its objectives and targets, an organization shall take into account the legal requirements and other requirements to which the organization subscribes, and its significant environmental aspects. It shall also consider its technological options, its financial, operational and business requirements, and the views of interested parties*

*The organization shall establish and maintain a programme(s) for achieving its objectives and targets. Programme(s) shall include:*



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- a) *designation of responsibility for achieving objectives and targets at relevant functions and levels of the organization and,*
- b) *the means and time-frame by which they are to be achieved.*

### **Related Documents**

- EMP Template (Table 006-1)
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



# Chapter 7                      Structure and Responsibility

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## **Purpose**

To ensure the roles, responsibilities and authorities of the environmental management system (EMS) and sustainable forest management (SFM) programs are defined, documented and communicated in order to facilitate effective environmental and SFM performance.

## **Scope**

This Chapter provides the procedure for the designation of responsibility for all EMS/SFM roles within BCTS, including corporate and BA staff, all BCTS licensees / permittees / contractors and their forest workers.

## **Roles**

- Executive Director (BCTS)
- Timber Sales Manager
- Certification Officer
- CSO Team
- BA CSO
- SFM Teams
- BA SFM Coordinators
- Local Committee
- BA Woodlands Manager / Supervisors
- BA Staff
- Licensees / Permittees / Contractors

## **Procedure**

**Executive Director (BCTS)** will:

- Ensure that the environmental management system and corporate sustainable forest management requirements are established, implemented and maintained in accordance with the relevant standards
- Document the assignment of BCTS EMS/SFM roles and responsibilities (Table 007-1)

**Timber Sales Manager** will:



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- Ensure that the environmental management system and corporate sustainable forest management requirements are implemented in accordance with the relevant standards
- Ensure that local SFMP requirements (if any) are established, implemented and maintained in accordance with relevant standards
- Report on the performance of the EMS and corporate SFM programs to corporate senior management (Executive Director (BCTS), Timber Sales Leadership Team (TSLT) Lead) for review and as a basis for continual improvement of the EMS
- Document the assignment of roles and responsibilities at the BA
- Provide resources necessary to ensure effective environmental management and implementation of the SFMP at the BA as relevant

**Certification Officer will:**

- Ensure that the environmental management system and corporate sustainable forest management requirements are established and maintained in accordance with the relevant standards
- Provide leadership towards provincial and business area implementation of the EMS and corporate SFM programs
- Update and approve corporately controlled EMS and SFM documents
- Report the progress of the EMS and corporate SFM programs to corporate senior management (Executive Director (BCTS), Timber Sales Leadership Team (TSLT) Lead ) for review and as a basis for continual improvement of EMS

**CSO Team will:**

- Maintain a consistent corporate approach for the BCTS EMS by implementing BCTS policy and direction
- Periodically complete continuous improvement of the EMS under corporate direction

**BA CSO will:**

- Provide leadership towards business area implementation of the EMS

**SFM Teams will:**

- Provide BA input for BCTS corporate SFM programs
- Review SFM issues and concerns identified by BA staff
- Make recommendations for the continual improvement of corporate SFM programs

**BA SFM Coordinators will:**

- Provide leadership in the development and continuous improvement of BA SFMPs and the BA implementation of corporate SFM programs
- Participate on local and/or corporate committees to maintain SFM certification

**Local Committee will:**

- Maintain a consistent corporate approach for the BCTS EMS and SFMP(s) by implementing BCTS policy and direction



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- Periodically complete routine continuous improvement of the local EMS and SFMP(s) under direction of the Timber Sales Manager

### **BA Woodlands Manager / Supervisors will:**

- Communicate the roles and responsibilities to the people that report to them
- Ensure that their workers receive appropriate training according to Chapter 8; Training, Awareness, and Competence

### **BA Staff will:**

- Ensure that operations conform to the SFMP(s), and EMS requirements for environmental field procedures and emergency response plans

### **Licensees / Permittees / Contractors will:**

- Ensure that their operations conform to the SFMP(s), and EMS requirements for environmental field procedures and emergency response plans. They will ensure that their workers receive appropriate training according to Chapter 8, Training, Awareness, and Competence.

The reporting structure for the EMS is illustrated in the BC Timber Sales EMS/SFM Organization Chart (Table 007-1).

## **ISO 14001-2004 Reference**

### ***Clause 4.4.1 Resources, roles, responsibility and authority***

*Management shall ensure the availability of resources essential to establish, implement, maintain and improve the environmental management system. Resources include human resources and specialized skills, organizational infrastructure, technology and financial resources.*

*Roles, responsibilities and authorities shall be defined, documented and communicated in order to facilitate effective environmental management*

*The organizations top management shall appoint a specific management representative(s) who, irrespective of other responsibilities, shall have defined roles, responsibilities and authority for*

- a. Ensuring that an environmental management system is established, implemented and maintained in accordance with the requirements of this International Standard,*
- b. Reporting to top management on the performance of the environmental management system for review, including recommendations for improvement*

## **Related Documents**

- EMS/SFM Organization Chart (Table 007-1)
- EMS Manual
- Environmental Operating Procedures
- Environmental Field Procedures
- Sustainable Forest Management Plan(s) (SFMP)



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- EMS Checklist Guidance Documents
- Document Control Matrix (Table 010-1)
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



# **Chapter 8                      Training, Awareness & Competence**

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## **Purpose**

To ensure that all personnel with responsibilities within the scope of the BCTS EMS have an appropriate level of understanding of the principles of their roles within EMS and SFMP certifications, where applicable. To deliver training to personnel based on their EMS roles, and to verify the competency of persons performing roles within the EMS and SFMP.

## **Scope**

This Chapter provides the procedures for the development, assessment and maintenance of training needs and responsibility awareness. The EMS training program includes:

- Awareness of their responsibility in meeting the requirements of the EMS and of the potential impact of their work on the environment
- Awareness of their responsibility in meeting the requirements of the SFMP(s)
- The skills and knowledge to competently fulfil their roles and to minimize the impact of BCTS operations and activities on the environment

## **Roles**

(See Chapter 7: Structure and Responsibilities)

- Certification Officer
- CSO Team
- BA CSO
- BA Supervisors
- BA Staff
- Licensees / Permittees / Contractors

## **Procedure**

**Certification Officer** will:

- Provide leadership in the development and maintenance of corporate EMS training programs and materials



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### **CSO Team will:**

- Develop and maintain corporate Training Needs Matrix templates
- Develop and maintain an EMS corporate training package

### **BA CSO will:**

- Provide leadership and EMS training information and materials to BCTS licensees / permittees / contractors
- Monitor the effectiveness of the training programs
- Maintain a set of EMS and SFM awareness training packages

### **BA Supervisors will:**

- Maintain records of training
- Ensure that staff receive EMS and SFM awareness training appropriate to their position and the BA Training Needs Matrix

### **BA Staff will:**

- Require BCTS licensees / permittees / contractors to train their workers in the EMS materials and other relevant areas as may be required by environmental legislation and keep records of their training
- Evaluate the competency of the licensees / permittees / contractors (through LPC training records and BCTS pre-works, monitoring and/or inspections) with regard to awareness of the potential environmental impacts of the tasks they perform
- Maintain the BA Training Needs Matrix
- Assess EMS and SFM awareness training needs for BA staff and prepare a schedule of training

### **Licensees / Permittees / Contractors will:**

- Provide an appropriate level of EMS and SFM awareness training to their workers, and ensure that their workers meet the relevant training requirements of legislation
- Maintain records of required training as prescribed by BCTS

## **ISO 14001 Reference**

### ***Clause 4.4.2 – Competence, training and awareness***

*The organization shall ensure that any person(s) performing tasks for it on its behalf that have the potential to cause a significant environmental impact(s) identified by the organization is (are) competent on the basis of appropriate education, training or experience, and shall retain associated records.*

*The organization shall identify training needs associated with its environmental aspects and its environmental management system. It shall provide training or take other action to meet these needs, and shall retain associated records.*

*The organization shall establish, implement and maintain a procedure(s) to make person working for it or on its behalf aware of*



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- a. The importance of conformity with the environmental policy and procedures and with the requirements of the environmental management system,*
- b. The significant environmental aspects and related actual or potential impacts associated with their work, and the environmental benefits of improved personal performance,*
- c. Their roles and responsibilities in achieving conformity with the requirements of the environmental management system and,*
- d. The potential consequences of departure from specified procedures*

### **Related Documents**

- EMS Training packages
- Corporate Training Matrix templates
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



## **Chapter 9                      Communication**

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### **Purpose**

To ensure that communication procedures are established and maintained which convey environmental expectations and performance regarding EMS and SFM certifications.

### **Scope**

This Chapter provides the procedure and defines the responsibility for internal and external communication of environmental issues and SFM issues and performance, where applicable.

### **Roles**

(See Chapter 7: Structure and Responsibility)

- Executive Director (BCTS)
- Timber Sales Manager
- Certification Officer
- CSO Team
- BA CSO
- Local Committee
- BA Woodlands Manager / Supervisors
- BA Staff
- Licensees / Permittees / Contractors

### **Procedure**

#### **Internal Communication**

**Executive Director (BCTS) will:**

- In the course of the corporate Management Reviews(s), provide direction to the Certification Officer for the ongoing maintenance of the EMS and corporate SFMP(s), if applicable
- Communicate the environmental and sustainable forest management policies to Timber Sales Managers

**Timber Sales Manager will:**

- In the course of the BA Management Reviews(s), provide direction to the BA CSO for the ongoing maintenance of local EMS documents and SFMP(s)



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- Communicate the environmental and sustainable forest management policies to all BA staff, licensees / permittees / contractors, and the public

**BA Woodlands Manager / Supervisors:**

- Woodlands Manager and all BA Supervisors with a role in the EMS and SFMP will communicate the roles and responsibilities to the people that report to them

**BA Staff will:**

- Communicate on environmental issues internally and to various licensees / permittees / contractors as required by Environmental Operating Procedures (EOP) (Chapter 11 Operational Control)
- Communicate on incidents of potential / alleged non-compliance and non-conformance to the BA CSO
- Document and evaluate input received from the general public and interested parties about EMS environmental activities and SFMP(s), if applicable

**Certification Officer will:**

- Ensure communication of any change in the EMS Manual, corporate SFM program requirements and notable legislation to BA CSOs and/or SFM Coordinators

**CSO Team will:**

- Meet periodically to review environmental performance and related issues
- Provide advice to the Certification Officer for the ongoing management of the EMS
- Communicate status of environmental programs to the Certification Officer

**SFM Teams will:**

- Provide BA input for BCTS corporate SFM programs
- Review SFM issues and concerns identified by BA staff
- Make recommendations for the continual improvement of corporate SFM programs

**Local Committee will:**

- Meet periodically to review environmental performance and related issues
- Provide advice to the BA CSO for the ongoing management of the EMS and SFMP
- Communicate status of environmental management programs to the BA CSO

**BA CSO will ensure:**

- Communication of any change in the EMS Manual, SFMP(s) and notable legislation to the Timber Sales Manager
- Communication of changes to legal and other requirements or commitments and changes in EMS procedures and SFMP to appropriate staff and licensees / permittees / contractors through in-house communication, in-house training sessions as applicable, and pre-work conferences



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**BA SFM Coordinators will:**

- Provide leadership in the continuous improvement of local SFMPs and assist in the continual improvement of corporate SFM programs
- Participate on local and/or corporate committees to maintain SFM certification

**Licensees / Permittees / Contractors will:**

- Communicate on environmental and SFM issues to BA staff and to their employees as required by Environmental Field Procedures (EFPs)

**External Communication**

**Executive Director (BCTS) will:**

- Ensure that the environmental and sustainable forest management policies are made available corporately to the public and interested parties

**Timber Sales Manager will:**

- Ensure that the environmental policy is made available to the public and interested parties
- Where relevant, ensure that the SFM policy, the SFMP and annual / audit reports on the progress of the SFMP are made available to the public and interested parties

**Certification Officer will:**

- Document and respond in a timely manner, in an appropriate way, to all corporate public inquiries and/or complaints about the EMS, corporate SFM programs and relevant environmental activities at the corporate level

**BA Staff will:**

- Ensure the complete list of BA significant environmental aspects (Table 004-1) for the EMS is posted and maintained on BA external (public) certification webpages
- Where relevant, ensure that the SFMP(s), annual reports on the progress of the SFMP(s) and the results of independent audit reports are posted and maintained on the BA internal and/or external certification webpages
- Document and respond in a timely manner, in an appropriate way, to all public inquiries and/or complaints received by the BA about SFM and the EMS at the local level
- Refer any local public inquiries and/or complaints about the EMS and SFM at the corporate level to the Certification Officer

**ISO 14001 Reference**

***Clause 4.4.3 Communication***

*With regard to its environmental aspects and environmental management system, the organization shall establish, implement and maintain a procedure(s) for*

- a) internal communication among the various levels and functions of the organization;*
- b) receiving, documenting and responding to relevant communication from external interested parties.*



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*The organization shall decide whether to communicate externally about its significant environmental aspects, and shall document its decision. If the decision is to communicate, the organization shall establish and implement a method(s) for this external communication*

### **Related Documents**

- Environmental Policy
- Sustainable Forest Management Policy
- Sustainable Forest Management Plan(s) (SFMP)
- Environmental Operating Procedures, Environmental Field Procedures
- BA Significant Environmental Aspects (Table 004-1)
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



## **Chapter 10 Document Control**

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### **Purpose**

To ensure that BCTS establishes and maintains procedures for controlling documents of importance to the design, implementation and operation of the EMS and/or SFMP, where applicable.

### **Scope**

This Chapter provide defines controlled documents, their creation, maintenance and distribution.

### **Roles**

(See Chapter 7: Structure and Responsibility)

- Timber Sales Manager
- Certification Officer
- BA CSO
- BA Staff
- Licensees / Permittees / Contractors

### **Procedure**

#### ***Defining Controlled Documents***

All documents that describe core elements of the EMS and/or the SFM, or which are necessary for the planning and execution of the EMS and/or SFM, shall be defined as controlled documents. These shall include at a minimum:

- The environmental and sustainable forest management policies
- Procedures and other documented operational controls necessary to conform to the policies and to achieve the objectives and targets
- Procedures to monitor and measure operations and activities that can have significant impact on the environment
- Procedures to assess compliance with legal and other requirements
- External documents that govern activities within the EMS and/or SFM (i.e. local SFM User Guides, if available).



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All controlled documents shall be identified along with their associated levels of consistency in Table 010-1. Provincial consistency levels are:

Level 1	<b>Provincial Core Documents</b> (consistent format and content). Mandatory Use where applicable.
Level 2	<b>Provincial Core Documents with Supplemental Content</b> (consistent format and content with some BA discretionary content). Mandatory Use where applicable.
Level 3	<b>Provincial Supplements</b> (consistent format and content with some BA discretionary content). Discretionary Use.
Level 4	<b>Local Supplements</b> (format content and use at BA discretion)

***Creating, Modifying and Approving Controlled Documents***

**Timber Sales Manager** will:

- Ensure corporate levels of consistency are maintained
- Approve local controlled documents, if applicable

**Certification Officer** will:

- Approve corporately controlled EMS and SFM documents
- Provide leadership in review of controlled documents, including the modification, deletion and construction of corporately controlled documents
- Record effective dates of the corporate controlled documents on Table 010-1
- Record effective dates on the controlled documents

**CSO Team** will:

- Periodically review controlled documents and make recommendations for modifying, deleting or constructing provincially controlled documents

***Maintaining Controlled Documents***

All controlled documents will be subject to periodic review as a result of one or more the following:

- Audits
- Document reviews made following a change to a related or linked controlled document
- Document reviews made following a change to legislation or other commitments of the company, and/or
- Management Review



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#### **Document Distribution**

The most current version of all controlled documents shall exist in electronic form, and shall be made available to those who require them on the BA certification webpages.

#### **Certification Officer will:**

- Communicate to the BA CSOs to enable updates to the BA certification webpages when controlled documents have been revised and/or approved for implementation
- Retain obsolete documents in archives as per the requirements of the Ministry Records Management Standards and Procedures
- Maintain the corporate certification sharepoint

#### **BA CSO will:**

- Ensure the maintenance of the BA certification webpages
- Retain obsolete documents in archives as per the requirements of the Ministry Records Management Standards and Procedures
- Facilitate the distribution of controlled documents to ensure that out-of-date or obsolete versions of these documents are removed from use

#### **BA Staff will:**

- View the documents on the BA certification webpages and may print copies of various portions for their use. Printed versions of the controlled documents are not official versions and are considered uncontrolled documents. Holders of printed controlled documents must ensure that they are current and discard obsolete versions.

#### **Licensees / Permittees / Contractors will:**

- View the documents on the BA certification webpages and may print copies of various portions for their use. Printed versions of the controlled documents are not official versions and are considered uncontrolled documents. Holders of printed controlled documents must ensure that they are current and discard obsolete versions.

### **ISO 14001-2004 Reference**

The standards for EMS documentation and document control are in two sections of the ISO 14001 document:

#### **Clause 4.4.4 Documentation**

*The environmental management system documentation shall include*

- a. The environmental policy, objectives and targets,*
- b. Description of the scope of the environmental management system,*
- c. Description of the main elements of the environmental management system and their interaction, and reference to related documents,*
- d. Documents, including records, required by this International Standard, and*



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- e. *Documents, including records, determined by the organization to be necessary to ensure the effective planning, operation and control of processes that relate to its significant environmental aspects*

### **Clause 4.4.5 Control of Documents**

*Documents required by the environmental management system and by this International Standard shall be controlled. Records are a special type of document and shall be controlled in accordance with the requirements given in 4.5.4.*

*The organization shall establish, implement and maintain a procedure(s) to*

- a. *Approve documents for adequacy prior to issue,*
- b. *Review and update as necessary and re-approve documents,*
- c. *Ensure that changes and the current revision status of documents are identified,*
- d. *Ensure that relevant versions of applicable documents are available at points of use,*
- e. *Ensure that documents remain legible and readily available,*
- f. *Ensure that documents of external origin determined by the organization to be necessary for the planning and operation of the environmental management system are identified and their distribution controlled, and*
- g. *Prevent the unintended use of obsolete documents and apply suitable identification to them if they are retained for any purpose*

### **Related Documents**

- Document Control Matrix (Table 010-1)
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



# Chapter 11      Operational Control

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## **Purpose**

To ensure that operational control procedures are established and maintained for activities associated with the significant environmental aspects and consistent with the environmental policy, objectives and targets and SFM requirements.

## **Scope**

This Chapter identifies operational controls for the EMS and provides the procedures for their development and maintenance.

## **Roles**

(See Chapter 7: Structure and Responsibility)

- Timber Sales Manager
- Certification Officer
- CSO Team
- BA CSO
- BA Staff
- Licensees / Permittees / Contractors

## **Procedure**

### **Operational controls for the EMS include:**

- Environmental operating procedures (EOP) that provides direction to BCTS BA staff and licensees / permittees / contractors
- Environmental field procedures (EFP) that provide direction to BCTS BA staff, licensees / permittees / contractors and their forest workers
- Forms and checklists which are used by BCTS BA staff to monitor environmental performance
- Environmental Emergency Response Plans

### **Timber Sales Manager will:**

- Approve any new or revised local operational controls
- Assign responsibility for tasks within the EOPs



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**Certification Officer will:**

- Approve any new or revised corporately controlled EMS operational controls
- Ensure that all required corporately controlled EMS operational controls are developed and maintained according to the requirements of this manual.

**CSO Team will:**

- Review and make recommendations on any new or revised corporately controlled EMS operational controls

**BA CSO ensures that:**

- Operational controls are available to the respective staff, and licensees / permittees / contractors

**BA Staff and Licensees / Permittees / Contractors are:**

- Responsible for implementing approved operational controls

## **ISO 14001 Reference**

***Clause 4.4.6 Operational Control***

*The organization shall identify and plan those operations that are associated with the identified significant environmental aspects consistent with its environmental policy, objectives and targets, in order to ensure that they are carried out under specified conditions, by*

- a. Establishing, implementing and maintaining a documented procedure(s) to control situations where their absence could lead to deviation from the environmental policy, objectives and targets, and*
- b. Stipulating the operating criteria in the procedure(s), and*
- c. Establishing, implementing and maintaining procedures related to the identified significant environmental aspects of goods and services used by the organization and communicating applicable procedures and requirements to suppliers, including contractors*

## **Related Documents**

- Environmental Operating Procedures (EOP)
- Environmental Field Procedures (EFP)
- Environmental Emergency Response Plans (eERP)
- Forms and checklists
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



# **Chapter 12      Emergency Preparedness and Response**

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## **Purpose**

To ensure that the BC Timber Sales establishes and maintains procedures to identify the potential for appropriate response to environmental incidents and emergency situations, and for preventing and mitigating the environmental impacts that may be associated with them.

To ensure all BC Timber Sales staff and licensees, permittees and contractors are able to respond to incidents and emergency situations in an appropriate manner to minimize environmental damage.

## **Scope**

This Chapter provides the procedures for the development, maintenance, evaluation and approval of the environmental Emergency Response Plan.

## **Roles**

(See Chapter 7: Structure and Responsibilities)

- Executive Director (BCTS)
- Timber Sales Manager
- Certification Officer
- CSO Team
- BA CSO / Local Committee
- Licensees / Permittees / Contractors

## **Procedure**

### **Executive Director (BCTS) will:**

- In the course of the corporate Management Review(s), assess the effectiveness of the environmental emergency response program

### **Timber Sales Manager will:**

- Implement the environmental emergency response program at the Business Area level and ensure staff are conforming with the requirements of the program



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- Ensure that environmental emergency response procedures are tested a minimum of 3 times per year within the Business Area

**Certification Officer will:**

- Establish and maintain environmental eERP templates including relevant preparedness and response information for:
  - Fire preparedness and response
  - Erosion preparedness and response
  - Spill preparedness and response
- Approve environmental Emergency Response Plan templates (eERP)
- Ensure that tests of the emergency contact information within the eERP templates are completed at prescribed intervals

**BA CSO / Local Committee will:**

- Make the eERP available to staff and clients
- Ensure that staff is appropriately trained in environmental emergency preparedness and response
- Provide Business Area input into the maintenance of the eERP templates at the CSO Team
- Test local environmental emergency response procedures and contact information periodically

**CSO Team will:**

- Periodically review and evaluate the efficiency and content of the eERP, including the results of eERP testing and incidents

**Licensees / Permittees / Contractors will:**

- Establish and maintain an eERP at the worksite and conduct periodic drills as required to ensure that an adequate level of preparedness is maintained at all times and maintain records for BA staff
- Conduct test(s) of environmental emergency preparedness and response program as required and provide and maintain records for BA staff
- Submit copies of reports of environmental incidents (CHK-009 Incident Report form) to BA staff
- Ensure that all employees are aware of their responsibilities under the eERP



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## ISO 14001-2004 Reference

***Clause 4.4.7 Emergency Preparedness and Response:***

*The organization shall establish, implement and maintain a procedure(s) to identify potential emergency situations and potential accidents that can have an impact(s) on the environment and how it will respond to them.*

*The organization shall respond to actual emergency situations and accidents and prevent or mitigate associated adverse environmental impacts.*

*The organization shall periodically review and, where necessary, revise its emergency preparedness and response procedures, in particular, after the occurrence of accidents or emergency situations.*

*The organization shall also periodically test such procedures where applicable.*

## Related Documents

- Environmental Emergency Response Plan Template - Client
- BCTS Staff Emergency Response Plan
- CHK-009 Incident Report Form
- Guide for Conducting Emergency Response Tests / Drills for Fires, Spills and Erosion Events (ER Test-Drill Guide)
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



# **Chapter 13            Monitoring and Measuring**

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## **Purpose**

To ensure that the BA maintains procedures for monitoring operations and activities for EMS and SFMP requirements, where applicable. Monitoring is a key activity to help ensure achievement of objectives and targets, and satisfy the environmental and sustainable forest management policies. It also provides the basis for determining if the EMS and SFMP are working appropriately, and the basis for securing continual improvement.

## **Scope**

This Chapter provides the procedures for the monitoring of conformance with environmental operating procedures (EOP), environmental field procedures (EFP), compliance with legal requirements and SFM plans, progress on completing environmental management programs, and achievement of EMS and SFM objectives and targets.

## **Roles**

(See Chapter 7: Structure and Responsibilities)

- Executive Director (BCTS)
- Timber Sales Manager
- Certification Officer
- BA CSO
- BA Supervisor
- Local Committee
- BA Staff
- Licensees / Permittees / Contractors



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## **Procedure**

### **Monitoring of Legal Compliance and Conformance with Operational Controls**

**Executive Director (BCTS) will:**

- In the course of the corporate Management Review, assess the compliance, conformance, EMP status, and performance monitoring information provided by the Certification Officer

**Timber Sales Manager will:**

- In the course of the local Management Review, assess the compliance, conformance, EMP status, and performance monitoring information provided by the Local Committee

**Certification Officer will:**

- Prepare a summary of corporate environmental management program implementation and performance related to the corporate objectives and targets on Table 006-1.
- Communicate a summary of BCTS compliance, conformance, EMP status, and performance monitoring status to the Executive Director (BCTS) annually

**CSO Team will:**

- Prepare recommendations for EMS improvements based on their review of compliance and conformance data prior to the corporate management review

**BA Supervisors will:**

- Assess conformance with EOPs and other EMS requirements for those BA staff reporting to them.
- Track instances of potential non-compliance and/or significant non-conformance in a tracking system, where a significant non-conformance is one that:
  - cannot be resolved in a timely manner, and/or
  - resulted or could result in environmental impact related to the significant environmental aspects, and/or where the information is relevant for performance monitoring purposes (e.g. trending)

**Licensees / Permittees / Contractors will:**

- Monitor their activities for conformance with:
  - Project Plan
  - EMS/SFM requirements
  - Contractual obligations
  - Compliance to legal requirements

**BA staff will:**

- Monitor Licensees / Permittees / Contractors, other BA staff and BCTS Operations by:



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- Conducting inspections of BA licensees / permittees / contractors operations. Inspections are conducted at a frequency that reflects the potential risk of the project, as guided by the risk assessment framework. In the course of conducting inspections, assess:
  - Compliance with relevant environmental legislation
  - Conformance with the operational plan / project plan, and
  - Conformance with the requirements of the EMS/SFMP as appropriate depending on the phase of the project
- Documenting potential non-compliance information resulting from these inspections on the appropriate checklist

**Note:** Non-compliances of licensees or permittees can only be determined by statutory decision or prosecution. A non-compliance noted on an inspection form is only a potential non-compliance

- Documenting Licensees / Permittees / Contractors non-conformance information on the appropriate checklist.

### **Local Committee / BA CSO will:**

- Communicate the status of the BA environmental management program to the TSM at least annually
- Prepare recommendations for EMS improvements based on their review of compliance and conformance data prior to the Management Review
- Prepare a summary of the status of local environmental management program implementation and performance measures related to the objectives and targets on EMP Template (Table 006-1)
- Review the information in the compliance and conformance tracking system (e.g.: for trending, new or developing issues, etc.)
- Review compliance information provided by regulatory agencies (e.g.: MoE, C&E)
- Communicate summary of local compliance, conformance, EMP status, and performance monitoring status to the Certification Officer annually, if required

## **ISO 14001 Reference**

### ***Clause 4.5.1 Monitoring and measurement***

*The organization shall establish, implement and maintain a procedure(s) to monitor and measure, on a regular basis, the key characteristics of its operation that can have a significant environmental impact. The procedure(s) shall include the documenting of information to monitor performance, applicable operational controls and conformity with the organization's environmental objectives and targets.*

*The organization shall ensure that calibrated or verified monitoring and measurement equipment is used and maintained and shall retain associated records.*

### ***Clause 4.5.2 Evaluation of compliance***

*4.5.2.1 Consistent with its commitment to compliance, the organization shall establish, implement and maintain a procedure(s) for periodically evaluating compliance with applicable legal requirements.*



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*The organization shall keep records of the results of the periodic evaluations.*

*4.5.2.2 The organization shall evaluate compliance with other requirements to which it subscribes. The organization may wish to combine this evaluation with the evaluation of legal compliance referred to in 4.5.2.1 or to establish a separate procedure(s)*

*The organization shall keep records of the results of the periodic evaluations.*

### **Related Documents**

- EMP Template (Table 006-1)
- BCTS Inspection Checklists
- BCTS Inspection Guidance Documents
- Environmental Operating Procedures (EOP)
- Environmental Field Procedures (EFP)
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



# **Chapter 14      Non-conformance and Corrective and Preventive Action**

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## **Purpose**

To ensure that BCTS establishes and maintains procedures for handling and investigating potential non-compliance and non-conformance, taking action to mitigate any impacts and to initiate and complete corrective and preventive action.

## **Scope**

This Chapter provides procedures for the investigation, monitoring and reporting of potential non-compliance with legal requirements, SFM requirements and non-conformance with Environmental Field Procedures and Environmental Operating Procedures.

## **Roles**

(See Chapter 7: Structure and Responsibility)

Timber Sales Manager  
Certification Officer  
BA Woodlands Manager / Supervisors  
BA Staff  
BA CSO  
Local Committee

## **Procedure**

**Certification Officer** will:

*In relation to conformance with the Environmental Management Program(s):*

- Assess achievement of the corporate EMP, including progress towards achievement of the objectives and targets, annually. If the targets or activities have not been completed or are not on track, and the objectives may not be met, determine the root cause by identifying the impediments to achievement of the objectives and targets
- Document achievement of the corporate objectives and targets on the corporate EMP Template (Table 006-1)



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- Determine corrective or preventive actions to ensure achievement of the corporate objectives and targets
- Ensure that corporate corrective and preventive actions are appropriate to mitigate any impacts
- Ensure that corporate preventive actions are appropriate to reduce the likelihood of similar incidences
- Track the completion of corporate corrective or preventive actions

*In relation to potential non-compliance with legal requirements and non-conformance with this EMS and SFMP(s), if applicable:*

- Document a consistent approach to handling and investigating potential non-compliances and significant non-conformances
- Address any potential non-compliances and non - conformances resulting from corporate EMS and/or SFM audits
- Track the completion of corporate corrective or preventive actions resulting from corporate EMS and/or SFM audits

**Timber Sales Manager** will:

- Ensure that BA corrective and preventive action are appropriate to mitigate any impacts
- Ensure that BA preventive actions are appropriate to reduce the likelihood of similar incidences
- Ensure that corporate corrective and preventative actions are implemented at the BA level

**BA Woodlands Manager / Supervisors** will:

- Discuss with staff to determine the extent of the non-conformance
- Provide guidance regarding corrective and preventative actions

**BA staff** will:

*In relation to potential non-compliance with legal requirements and non-conformance with this EMS and SFMP(s), if applicable:*

- Monitor activities in accordance with Chapter 13 - Monitoring and Measurement
- Investigate instances of potential non-compliance and/or significant non-conformance
- The investigation may entail discussions with the supervisor or other workers to determine the extent of the non-conformance
- Provide guidance regarding corrective and preventative actions

*In relation to Incident Reports (CHK-009) received from Licensees / Permittees / Contractors, or notification of an incident received from another source*

- Determine the root cause of the incident



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- Determine if there are any requirements to report the incident as a potential non-compliance to a regulatory agency. The BA staff will determine if corrective or preventive actions are required and will initiate the corrective/preventive action accordingly
- Document actions, recommendations and deadline for completion in the EMS tracking system. Recommendations that involve revising the EMS/SFMP must be passed to the CSO for consideration
- Confirm and document that the corrective or preventive action has been taken before the deadline

**Local Committee will:**

*In relation to potential non-compliance with legal requirements and non-conformance with this EMS and SFMP(s), if applicable, as tracked in the tracking system:*

- Periodically review the compliance and conformance results
- Identify repetitive or significant non-conformances and determine if further preventive and corrective action are required, by considering the identified root causes, the pervasiveness and severity of non-conformance and documented input on corrective/preventive action taken
- Document actions, recommendations and deadline for completion in the EMS tracking system. Recommendations that involve revising the EMS/SFMP must be passed to the CSO for consideration
- Track the completion of the corrective or preventive action. Document the completion of the corrective and preventive action in the EMS tracking system
- Periodically review the effectiveness of corrective or preventive actions

**BA CSO will:**

*In relation to conformance with the Environmental Management Program(s):*

- Assess achievement with the BA EMPs, including progress towards achievement of the BA objectives and targets, annually. If the targets or activities have not been completed or are not on track, and the objectives may not be met, determine the root cause by identifying the impediments to achievement of the BA objectives and targets
- Document achievement of BA objectives and targets on the EMP Template (Table 006-1)
- Determine corrective or preventive actions to ensure achievement of the local objectives and targets

**ISO 14001 Reference**

*Clause 4.5.3 Nonconformity, corrective action and preventative action*



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*The organization shall establish, implement and maintain a procedure(s) for dealing with actual and potential nonconformity(ies) and for taking corrective action and preventive action. The procedure(s) shall define requirements for*

- a. Identifying and correcting nonconformity(ies) and taking action(s) to mitigate their environmental impacts,*
- b. Investigating nonconformity(ies), determining their cause(s) and taking actions in order to avoid their recurrence,*
- c. Evaluating the need for action(s) to prevent nonconformity(ies) and implementing appropriate actions designed to avoid their occurrence,*
- d. Recording the results of corrective action(s) and preventive action(s) taken, and*
- e. Reviewing the effectiveness of corrective action(s) and preventive action(s) taken*

*Actions taken shall be appropriate to the magnitude of the problems and the environmental impacts encountered.*

*The organization shall ensure that any necessary changes are made to environmental management system documentation.*

### **Related Documents**

- CHK-009 Incident Report Form
- EMP Template (Table 006-1)
- Environmental Operating Procedures (EOP)
- Environmental Field Procedures (EFP)
- BCTS Pre-work and Inspection Guidance Documents
- BCTS EMS Issues Reporting and Tracking Business Process
- Sustainable Forest Management Plan(s) (SFMP)
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



## **Chapter 15      Records**

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### **Purpose**

To ensure that the BCTS identifies, maintains and disposes of all records generated by the EMS and SFMP from implementation of the procedures in the relevant documentation.

### **Scope**

This Chapter provides the procedure for the administration and control of all corporate and BA EMS as well as SFMP records, where applicable.

### **Roles**

(See Chapter 7: Structure and Responsibility)

- Executive Director (BCTS)
- Timber Sales Manager
- Records Clerk

### **Procedure**

A government-wide records management program is mandated and administered via policies, standards, and guidelines established by BC Information Management Services (BCIMS). The *Document Disposal Act* (administered by BCIMS) is the enabling legislation.

In the Ministry of Forests and Range, records management is mandated by ministry policy. This policy delegates authority to the ministry Records Officer to administer the ministry records management program.

#### ***EMS and SFMP records administration and control:***

**Executive Director (BCTS)** will:

- Ensure that all required corporate records are managed as mandated

**Timber Sales Managers** will:

- Ensure that all required local records are managed as mandated

**Records Clerks** are responsible for:



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- Receiving, sorting, filing, maintaining and disposing of correspondence and documents relating to the EMS and SFMP, in accordance with Ministry of Forests and Range Records Management Standards and Procedures, within the Operational Records Classification System (ORCS/ARCS)
- Ensuring that records are readily retrievable and protected against damage, deterioration or loss
- Implementing, maintaining and monitoring records management systems and operations according to government policy standards and procedures (see Ministry of Forests and Range Records Management Standards and Procedures)
- Scheduling records identified as inactive for disposal according to the timetable applicable for each records classification. Records are disposed of under the Document Disposal Act

### **ISO 14001 Reference**

#### ***Clause 4.5.4 Control of Records***

*The organization shall establish and maintain records as necessary to demonstrate conformity to the requirements of its environmental management system and of this International Standard, and the results achieved.*

*The organization shall establish, implement and maintain a procedure(s) for the identification, storage, protection, retrieval, retention and disposal of records*

*Records shall be and remain legible, identifiable and traceable.*

### **Related Documents**

- Ministry of Forests and Range Records Management Standards and Procedures
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



# Chapter 16      Audit Program

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## **Purpose**

To establish and maintain an audit program to determine if the EMS and SFMP, where applicable, are being properly implemented and maintained, and are effective.

To provide information to the Executive Director (BCTS) on the environmental performance of corporate EMS/SFM programs and to the Timber Sales Manager on the environmental performance of the EMS and SFMP at the BA level.

## **Scope**

This Chapter provides the procedure and defines the responsibility for external and internal audits of the EMS and SFMP, where applicable.

## **Roles**

(See Chapter 7: Structure and Responsibility)

- Executive Director (BCTS)
- Timber Sales Manager
- Certification Officer
- CSO Team
- BA CSO
- BA SFM Coordinator
- Local Committee
- Lead Auditor

## **Procedure**

### **Planning**

**Executive Director (BCTS)** will:

- Allocate corporate resources and approve BCTS provincial external and internal audit programs

**Certification Officer** will:

- Approve BCTS provincial internal audit programs and plans
- Establish and maintain provincial external audit programs and plans.



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**Lead Internal Auditor** will:

- Submit internal audit protocols to the Certification Officer for approval at least two weeks prior to initiation of internal audit program, or as otherwise required

**CSO Team** will:

- Establish and maintain provincial internal audit programs and plans annually
- Assist in the development of external audit plans and schedules
- Conduct periodic business and continuous improvement reviews of audit programs, when required

**Timber Sales Manager** will:

- Ensure that an internal audit of the EMS, and SFMP if required, is conducted at the BA as described in the Provincial Internal Audit Program and Plan

**BA CSO** will:

- Participate in the preparation and maintenance of annual provincial internal audit plans, detailing the scope and schedules, and provide recommendations for budgets and resources at the BA level

## **Implementation**

**Executive Director (BCTS)** will:

- Allocate resources for the execution of corporate external and internal EMS/SFM audits

**Certification Officer** will:

- Assist the auditors, at the corporate level, in determining the audit population for internal audits
- Lead the implementation of corporate external and internal audits

**Lead Auditor** will:

- Ensure that corporate EMS/SFM audits assess organizational performance as a whole rather than at the individual site level

**Timber Sales Manager** will:

- Allocate resources for the execution of BA internal and external EMS/SFM audits

**BA CSO** will:

- Work with the Certification Officer and CSO Team to schedule specific dates for BA external and internal audits and ensure that the purpose and scope of each audit is conveyed to BA staff
- Select the audit team, if applicable



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- Assist the auditors in determining the audit population by preparing a list of all projects and licences that are within the audit scope
- Lead the implementation of external and internal audits within the BA
- Coordinate audit logistics, including transportation, field site visits, location of opening and exit meetings, and work areas for the audit team
- Ensure that the Provincial Internal Audit Program and Plan is followed in the planning and execution of internal audits
- Communicate with the Certification Officer and BA SFM coordinators to ensure that the most up-to-date and accurate BA SFM certification statistics are submitted to the auditor following an external audit

## **Audit Report**

### **Lead Auditor will:**

- Clearly identify in the audit report whether audit findings relate to a failure to follow existing procedures, ineffectiveness of an existing procedure or the lack of a procedure

### **In relation to Corporate External and Internal EMS/SFM Audits;**

- Prepare a draft corporate audit report and submit it to the Certification Officer for review and comment
- Produce a final corporate audit report within two weeks of the exit meeting and submit to the Certification Officer
- Include in the report a summary of individual BA audit findings and any additional findings that are applicable corporately

### **In relation to BA External and Internal EMS/SFM Audits;**

- Prepare a draft audit report and submit it to the BA CSO and Certification Officer for review and comment
- Produce a final audit report within two weeks of the exit meeting and submit to the BA CSO and the Certification Officer

### **Certification Officer will:**

- Review draft and final audit reports to ensure that audit findings accurately reflect the corporate EMS and SFMPs, if applicable
- Receive and file corporate audit reports, including posting on internal sharepoint

### **BA CSO / BA SFM Coordinator will:**

- Review draft and final BA audit reports to ensure the audit is conducted within scope and the findings accurately reflect business processes and activities
- Communicate the results of internal and external audits to the BA Leadership Team and BA staff
- Receive and file BA audit reports, including posting on internal sharepoint



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- Ensure that the final BA audit report is forwarded to the Local Committee and Certification Officer

**Local Committee** will:

- Review draft and final audit reports

## **Audit Action Plan**

### **Corporate External and Internal EMS/SFM Audits**

**Executive Director (BCTS)** will:

- Allocate resources to implement corporate audit action plans

**CSO Team** will:

- Make recommendations to the Certification Officer on actions to address corporate audit findings to be documented in a corporate audit action plan

**Certification Officer** will:

- Document the corporate audit action plan
- Ensure that corporate audit action plans identify preventative and corrective actions, as appropriate, for all non-conformities
- Monitor progress toward completion of corporate audit action plans
- Prepare summaries of the status and outcome of corporate audit action plans for corporate management review
- Receive and file corporate audit action plans, including posting on internal sharepoint

### **BA External and Internal EMS/SFM Audits**

**Timber Sales Manager** will:

- Allocate resources to implement local audit action plans, and BA actions required in corporate audit action plans

**Local Committee** will:

- Make recommendations to the BA CSO/BA SFM Coordinators on actions to address audit findings to be documented in a local audit action plan

**BA CSO / BA SFM Coordinator** will:

- Only create action plans from internal EMS/SFM audits that are related to local implementation, processes or operational controls
- Ensure that all findings (internal /external) that have the potential to affect the corporate EMS/SFMP are forwarded to the Certification Officer for development of corporate audit action plans



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- Ensure that recommendations from Local Committees for changes to the corporate EMS/SFMP related to provincial consistency of the provincial EMS/SFM programs are forwarded to the Certification Officer
- Document the local audit action plan based on input from the Local Committee and others as appropriate
- Ensure that BA audit action plans identify preventative and corrective actions, as appropriate, for all non-conformities
- Monitor progress toward completion of audit action plans
- Submit progress reports to the TSM and Certification Officer, as required, until all action plan items are addressed
- Prepare summaries of the status of local audit action plans for BA management review
- Prepare summaries of the outcome of action plans for BA management review
- Receive and file BA audit action plans, including posting on internal sharepoint

### **Certification Officer will:**

- Review audit summaries and recommendations from Local Committees and BA CSOs for changes to the corporate EMS/SFMP to address audit findings related to provincial consistency or the provincial EMS/SFM programs

### **All staff and others assigned actions in an Audit Action Plan will:**

- Implement changes or take action to address all action plans assigned to them
- Prepare and submit action plan progress reports to the BA CSO as required until all action plan items are addressed

## **ISO 14001-2004 Reference**

### ***Clause 4.5.5 Internal Audit***

*The organization shall ensure that internal audits of the environmental management system are conducted at planned intervals to*

- a. Determine whether the environmental management system*
  - *Conforms to planned arrangement for environmental management including the requirements of this International Standard, and*
  - *Has been properly implemented and is maintained, and*
- b. Provide information on the results of audits to management*

*Audit programme(s) shall be planned, established, implemented and maintained by the organization, taking into consideration the environmental importance of the operation(s) concerned and the results of previous audits.*

*Audit procedure(s) shall be established, implemented and maintained that address*

- *The responsibilities and requirements for planning and conducting audits, reporting results and retaining associated records,*
- *The determination of audit criteria, scope, frequency and methods*



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*Selection of auditors and conduct of audits shall ensure objectivity and the impartiality of the audit process.*

## **Related Documents**

- Provincial Internal Audit Program and Plan
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)



# Chapter 17 Management Review

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## Purpose

To ensure that management reviews of the EMS and SFMP(s), where applicable, are conducted annually by Senior Management to ensure that:

- The EMS and SFMP(s) continue to be suitable, effective and adequate
- Appropriate direction and resources are provided
- The EMS and SFMP(s) will achieve continual improvement in environmental and sustainable forestry performance

## Scope

Corporate and BA management reviews will be conducted annually, and will include an assessment of each of the EMS and SFMP elements as follows:

- Communications from external interested parties, including complaints
- Suitability (given changing circumstances including legal and other requirements) of:
  - Policies
  - Environmental aspects
  - Objectives, targets and/or standards as applicable
  - EMS / SFM audit program
- Progress on:
  - Environmental and SFM programs
  - Actions arising from previous management reviews
- Results of:
  - Monitoring and measurement
  - Non-conformance and preventative / corrective actions
  - Audits of the EMS and SFMP(s)
- Adequacy of resources for the implementation and maintenance of the EMS / SFMP(s)
- Recommendations for improvement
- Any additional elements

## Roles

(See Chapter 7: Structure and Responsibility)

- Corporate Senior Management



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- BA Senior Management
- Certification Officer
- BA CSO
- Local Committee

## **Procedure**

**Corporate Senior Management** (Executive Director (BCTS), Timber Sales Leadership Team (TSLT) Lead) will:

- Meet annually for the purpose of conducting a corporate management review to ensure the ongoing suitability, adequacy and effectiveness of the EMS and corporate SFMP(s), if applicable.
- Review the elements of the EMS and corporate SFMP(s) according to the scope of this procedure
- Provide recommendations and directions to the BAs for the ongoing implementation and continual improvement of the EMS and corporate SFMP(s)
- Resolve concerns and issues related to the corporate EMS and corporate SFMP(s) that are brought up by relevant interested parties

**BA Senior Management** (Timber Sales Manager, Woodlands Manager) will:

- Meet annually for the purpose of conducting an EMS and, if applicable, SFMP management review to ensure the ongoing suitability, adequacy and effectiveness of the EMS and SFMP(s)
- Review the elements of the EMS and SFMP according to the scope of this procedure
- Provide comments, recommendations and directions to the local committee for the ongoing implementation and continual improvement of the EMS and SFMP
- Resolve concerns and issues that are brought up by relevant interested parties
- Review other relevant recommendations presented by the Local Committee

**Certification Officer** will:

- Assemble information reports and analysis, as well as recommendations as appropriate, for the corporate EMS and corporate SFMP(s) management review
- Schedule and prepare the agenda for the corporate management review meeting
- Ensure that the discussion and any recommendations, actions and directions resulting from the corporate management review were recorded
- Communicate the results of the corporate management review to the appropriate staff

**BA CSO** will:

- Assemble information reports and analysis, as well as recommendations as appropriate, for the local management review
- Schedule and prepare the agenda for the local management review meeting
- Ensure that the discussion and any recommendations, actions and directions resulting from the local management review were recorded



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- Communicate the results of the local and corporate management review to the appropriate staff

### **Local Committee will:**

- Provide input to BA Management and the BA CSO for possible resolution

## **ISO 14001-2004 Reference**

### **Clause 4.6 Management Review**

*Top management shall review the organization's environmental management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. Reviews shall include assessing opportunities for improvement and the need for changes to the environmental management system, including the environmental policy and environmental objectives and targets. Records of the management reviews shall be retained.*

*Input to management reviews shall include:*

- a. Results of internal audits and evaluations of compliance with legal requirements and with other requirements to which the organization subscribes,*
- b. Communication(s) from external interested parties, including complaints,*
- c. The environmental performance of the organization,*
- d. The extent to which objectives and targets have been met,*
- e. Status of corrective and preventive actions,*
- f. Follow-up actions from previous management reviews,*
- g. Changing circumstances, including developments in legal and other requirements related to its environmental aspects, and*
- h. Recommendations for improvement*

*The outputs from management reviews shall include any decisions and actions related to possible changes to environmental policy, objectives, targets and other elements of the environmental management system, consistent with the commitment to continual improvement.*

## **Related Documents**

- Provincial EMS Management Review Report Template (Table 012-1)
- Provincial EMS Management Review Local Business Area Report Template (Table 012-2)
- Provincial SFM Management Review Report Template(s) (if applicable)
- Provincial SFM Management Review Local Business Area Report Template(s) (if applicable)
- Sustainable Forestry Initiative (SFI) Standard(s)
- CSA Z809 Sustainable Forest Management Standard(s)
- Forest Stewardship Council (FSC) Standard(s)