SLOVENSKI STANDARD
oSIST prEN ISO 14004:2015

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Sistemi ravnanja z okoljem - Splošne smernice o načelih, sistemih in podpornih tehnikah (ISO/DIS 14004:2015)

Environmental management systems - General guidelines on principles, systems and support techniques (ISO/DIS 14004:2015)

Umweltmanagementsysteme - Allgemeiner Leitfaden über Grundsätze, Systeme und unterstützende Methoden (ISO/DIS 14004:2015)

Systèmes de management environnemental - Lignes directrices générales concernant les principes, les systèmes et les techniques de mise en œuvre (ISO/DIS 14004:2015)

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Environmental management systems — General guidelines on principles, systems and support techniques

Systèmes de management environnemental — Lignes directrices générales concernant les principes, les systèmes et les techniques de mise en oeuvre

ICS: 13.020.10

ISO/CEN PARALLEL PROCESSING

This draft has been developed within the International Organization for Standardization (ISO), and processed under the **ISO lead** mode of collaboration as defined in the Vienna Agreement.

This draft is hereby submitted to the ISO member bodies and to the CEN member bodies for a parallel five month enquiry.

Should this draft be accepted, a final draft, established on the basis of comments received, will be submitted to a parallel two-month approval vote in ISO and formal vote in CEN.

To expedite distribution, this document is circulated as received from the committee secretariat. ISO Central Secretariat work of editing and text composition will be undertaken at publication stage.

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 14004 was prepared by Technical Committee ISO/TC 207, *Environmental management*, Subcommittee SC 1, *Environmental management system*.

This third edition will cancel and replace the second edition (ISO 14004:2004), which has been technically revised.

Introduction

Every organization, whether public or private, large or small, in developed or emerging economies, has an impact on the environment and is affected by the environment in return. The organization's impact can come from consuming resources or pollution and the effect on the organization from issues such as climate change. These impacts are leading to a growing understanding that the profitability and prosperity of human development is contingent on preserving and conserving our natural capital, the resources upon which all human productivity depends.

Societal expectations are driving the need for improved management of the resources necessary to support human development through greater efficiency, transparency and accountability for all organizations. Motivation for improving environmental performance can start for any organization, large or small, with the belief and commitment of the owners, the board or the management team. Motivations can be the realization of cost savings, the need to meet existing or increasingly stringent legislation, addressing customer requirements, or management's commitment to protect the environment by preventing pollution and loss of natural capital. These motivations are reinforced by the realization of growing pressures on the environment from extreme weather, over-consumption of resources, and the challenges created by degradation of ecosystems and the loss of biodiversity.

The aim of this voluntary International Standard is to provide organizations with guidance for a common framework to establish, implement, maintain or improve a system to support better environmental management. This should contribute to the long-term viability of the organization and to the overall goal of sustainable development in balance with its social and economic elements. The framework of a robust, credible and reliable environmental management system can include:

- understanding the needs and expectations of interested parties, as they relate to the environmental performance of the organization;
- developing and implementing an environmental policy and objectives;
- establishing the need for top management to take a leading role in improving environmental performance;
- identifying aspects of its activities, products and services that can result in significant environmental impacts;
- identifying the environmental conditions, including events, that can affect the organization (i.e. whether the effect is local, regional or global, short or long-term);
- considering the risk associated with threats and opportunities in relation to the organization's significant environmental aspects and related compliance obligations;
- increasing awareness of an organization's interaction with the environment;
- establishing operational controls to manage an organization's significant environmental aspects and compliance obligations, and risks associated with threats and opportunities;
- evaluating environmental performance and taking actions, as necessary, for its improvement.

The outcomes of a formal approach to environmental management can provide top management with qualitative and quantitative data that promotes informed business decisions that build long-term success and create options for contributing to sustainable development. The opportunities include:

- protecting the environment through the prevention or reduction of adverse impacts;

— controlling or influencing the way products and services are designed, manufactured, distributed, consumed and disposed;

— leveraging a life cycle perspective that can prevent environmental burdens from being transferred elsewhere within the cycle;

— achieving financial and operational benefits that can result from implementing environmentally sound alternatives that strengthen the organization's market position; and

— communicating environmental information to relevant interested parties.

The success of the organization depends on commitment from all levels and functions, led by top management.

In addition to enhanced environmental performance, the potential benefits associated with an effective environmental management system include

— assuring customers of commitment to demonstrable environmental management,

— maintaining good public/community relations,

— satisfying investor criteria and improving access to capital,

— enhancing image and market share,

— improving cost control,

— reducing incidents that result in liability,

— conserving input materials and energy,

— facilitating the attainment of permits and authorizations and meeting their requirements,

— promoting environmental awareness among suppliers, contractors and all persons working for or on behalf of the organization, and

— improving relations between industry and government.

Examples and approaches are presented throughout this International Standard for illustrative purposes. They are not intended to represent the only possibilities, nor are they necessarily suitable for every organization. In designing and implementing or improving an environmental management system, organizations should select approaches that are appropriate to their own circumstances. Practical help boxes are intended to provide additional information to support the text contained within the standard.

Environmental management systems — General guidelines on principles, systems and support techniques

1 Scope

This International Standard provides guidance on the establishment, implementation, maintenance and improvement of an environmental management system with the potential to integrate it into the core business process.

NOTE While the system is not intended to manage occupational health and safety issues, they can be included when an organization seeks to implement an integrated environmental and occupational health and safety management system.

The guidelines in this International Standard are applicable to any organization, regardless of its size, type, location or level of maturity.

While the guidelines in this International Standard are consistent with the ISO 14001 environmental management system model, they are not intended to provide interpretations of the requirements of ISO 14001.

2 Normative references

There are no normative references. This clause is included to maintain clause numbering alignment with other ISO management system standards.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply:

3.1
organization
person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives (3.16)

Note 1 to entry: The concept of organization includes, but is not limited to sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

3.2
top management
person or group of people who directs and controls an organization (3.1) at the highest level

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the management system (3.3) covers only part of an organization, then top management refers to those who direct and control that part of the organization.

3.3
management system
set of interrelated or interacting elements of an organization (3.1) to establish policies and objectives (3.16) and processes (3.26) to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines (e.g. quality, environment, occupational health and safety).

Note 2 to entry: The system elements include the organization's structure, roles and responsibilities, planning and operation, performance evaluation and improvement.

Note 3 to entry: The scope of a management system may include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

3.4
environmental management system
part of the management system (3.3) used to manage environmental aspects (3.9), conform to compliance obligations (3.22), and address risk (3.18) associated with threats and opportunities

3.5
interested party
person or organization (3.1) that can affect, be affected by, or perceive itself to be affected by a decision or activity

Note 1 to entry: Interested parties can include person(s) and groups concerned with or affected by the environmental performance (3.13) of an organization.

Note 2 to entry: To "perceive itself to be affected" means the perception has been made known to the organization.

Note 3 to entry: Interested parties can include customers, communities, suppliers, regulators, non-governmental organizations, investors, employees.

3.6
environmental policy
intentions and direction of an organization (3.1) as formally expressed by its top management (3.2) related to environmental performance (3.13)

3.7
documented information
information required to be controlled and maintained by an organization (3.1) and the medium on which it is contained

Note 1 to entry: Documented information can be in any format and media, and from any source.

Note 2 to entry: Documented information can refer to:

— the environmental management system (3.4), including related processes (3.26);

— information created in order for the organization to operate (may also be referred to as documentation);

— evidence of results achieved (may also be referred to as records).

3.8
environment
surroundings in which an organization (3.1) operates including air, water, land, natural resources, flora, fauna, humans and their interrelations

Note 1 to entry: Surroundings in this context can extend from within an organization to the local, regional and global system.

Note 2 to entry: Surroundings may be described in terms of biodiversity, ecosystems, climate or other characteristics.

3.9
environmental aspect
element of an organization's (3.1) activities or products or services that interacts or can interact with the environment (3.8)

Note 1 to entry: An environmental aspect can cause (an) environmental impact(s) (3.10). A significant environmental aspect is one that has or can have a significant environmental impact.

Note 2 to entry: Significant environmental aspects are determined by the organization applying one or more criteria.

3.10
environmental impact
change to the environment (3.8), whether adverse or beneficial, wholly or partially resulting from an organization's (3.1) environmental aspects (3.9)

3.11
environmental condition
state or characteristic of the environment (3.8) as determined at a certain point of time

3.12
performance
measurable result

Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to the management of activities, processes (3.26), products (including services), systems or organizations (3.1).

3.13
environmental performance
performance (3.12) related to the management of environmental aspects (3.9)

Note 1 to entry: In the context of environmental management systems (3.4), results can be measured against the organization's environmental policy (3.6), environmental objectives (3.17) or other criterion, using indicators.

3.14
prevention of pollution
use of processes (3.26), practices, techniques, materials, products, services or energy to avoid, reduce or control (separately or in combination) the creation, emission or discharge of any type of pollutant or waste, in order to reduce adverse environmental impacts (3.10)

Note 1 to entry: Prevention of pollution can include source reduction or elimination, process, product or service changes, efficient use of resources, material and energy substitution, reuse, recovery, recycling, reclamation and treatment.

3.15
life cycle
consecutive and interlinked stages of a product system, from raw material acquisition or generation from natural resources to end-of-life treatment

Note 1 to entry: Life cycle includes activities, products, and services and may include procured goods and services, as well as end-of-life treatment of products and delivery of services, for example, design, manufacture, transport, packaging and end-use or disposal.

[SOURCE: ISO 14044:2006, 3.1, modified — refer to "end-of-life treatment", not "final disposal", Note 1 to entry was added].

3.16
objective
result to be achieved

Note 1 to entry: An objective can be strategic, tactical, or operational.

Note 2 to entry: Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels (such as strategic, organization-wide, project, product, service and process (3.26)).

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as an environmental objective (3.17), or by the use of other words with similar meaning (e.g. aim, goal, or target).

3.17
environmental objective
objective (3.16) set by the organization (3.1) consistent with the environmental policy (3.6)

3.18
risk
effect of uncertainty on objectives (3.16)

Note 1 to entry: An effect is a deviation from the expected — positive or negative.

Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of, an event, its consequence, or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential "events" (as defined in ISO Guide 73:2009, 3.5.1.3) and "consequences" (as defined in ISO Guide 73:2009, 3.6.1.3), or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated "likelihood" (as defined in ISO Guide 73:2009, 3.6.1.1) of occurrence.

3.19
competence
ability to apply knowledge and skills to achieve intended results

3.20
effectiveness
extent to which planned activities are realized and planned results achieved

3.21
requirement
need or expectation that is stated, generally implied or obligatory

Note 1 to entry: "Generally implied" means that it is custom or common practice for the organization (3.1) and interested parties (3.5) that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, for example in documented information (3.7).

Note 3 to entry: Requirements other than legal requirements become obligatory when the organization decides to comply with them.

3.22
compliance obligation
requirement (3.21) that an organization (3.1) has to or chooses to comply with

Note 1 to entry: Obligations may arise from mandatory requirements (3.21), such as applicable laws and regulations, or voluntary commitments, such as organizational and industry standards, contractual relationships, principles of good governance and community and ethical standards.

[Source: ISO/DIS 19600:2014, 3.31]

3.23
conformity
fulfilment of a requirement (3.21)

3.24
nonconformity
non-fulfilment of a requirement (3.21)

Note 1 to entry: Nonconformity relates to compliance obligations (3.22), including requirements in this International Standard and additional environmental management system (3.4) requirements that an organization (3.1) establishes for itself.

3.25
corrective action
action to eliminate the cause of a nonconformity (3.24) and to prevent recurrence

3.26
process
set of interrelated or interacting activities which transforms inputs into outputs

Note 1 to entry: Processes can be documented or not.

3.27
measurement
process (3.26) to determine a value

3.28
audit
systematic, independent and documented process (3.26) for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1 to entry: An internal audit is conducted by the organization (3.1) itself or by an external party on its behalf.

Note 2 to entry: An audit can be a combined audit (combining two or more disciplines).

Note 3 to entry: Independence can be demonstrated by the freedom from responsibility for the activity being audited or freedom from bias and conflict of interest.

Note 4 to entry: "Audit evidence" consists of verifiable records, statements of fact and other information relevant to the audit criteria, and "audit criteria" are the set of policies, procedures (3.30) or requirements (3.21) used as a reference against which audit evidence is compared, as defined in ISO 19011.

3.29
continual improvement
recurring activity to enhance performance (3.12)

Note 1 to entry: Enhancing performance relates to the use of the environmental management system (3.4) in order to enhance environmental performance (3.13) consistent with the organization's (3.1) environmental policy (3.6).

Note 2 to entry: The activity need not take place in all areas simultaneously, or without interruption.

3.30
procedure
specified way to carry out an activity or a process (3.26)

Note 1 to entry: Procedures can be documented or not.