

**PETERSBURG
CUSTODIAL SERVICES**

Verification	Originator	Revised	Approved	Issued
Initials	RSL			
Date	3/19/2014			

ESMS Procedure

EP-4.3.3-1 Objectives, Targets and Programs

CSEMS – Custodial Services Environmental Management System

Person responsible: General Manager, Facility Management Division

Area of application: Custodial Services, Facility Management Division

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EP 4.3.3-1 Objective Targets Programs - Procedure

Original issue date:

Revisions

Rev. No.	Date	Description
001		
002		

Recurring action items

Activity	Responsibility	Frequency
1. Develop and document objectives and targets, taking into account the significant environmental aspects.	ESMS Team	Tri-annually or upon identification of new aspects
2. Develop action plans for the objectives and targets.	ESMS Team	During the initial development of the CSEMS
3. Modify / amend the objectives, targets and programs.	ESMS Team	Tri-annually and/or as needed
4. Monitor progress of objectives, targets and programs.	ESMS Team	At milestones and scheduled target dates
5. Distribute summary of action plans.	ESMS Team	During rollout, training sessions and management review

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1.0 Purpose

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4.0 Definitions

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1.0 Purpose

- 1.1 The purpose of this procedure is to establish practices related to the identification, establishment, implementation and maintenance of objectives and targets associated with Petersburg, Facility Management Division - Custodial Services Fenceline.
- 1.2 This procedure also establishes practices related to the development and maintenance of environmental programs (or action plans) used to manage and ensure progress toward the objectives and targets.

2.0 Scope

- 2.1 This procedure is responsive to element 4.3.3 Objectives and Targets of the ISO 14001:2004 standard and covers operations at the Petersburg, Facility Management Division - Custodial Services Fenceline.
- 2.2 The scope of establishing the environmental programs (or action plans) relates to managing those activities, products and services that are under the control or influence of the Petersburg, Facility Management Division - Custodial Services operation and can impact the ability to achieve the environmental objectives and targets.
- 2.3 The environmental programs (or action plans) contain the identification and allocation of resources and responsibilities at each relevant function and level to provide the structure and framework for achieving the objectives and targets of the Petersburg, Facility Management Division - Custodial Services Environmental Management System (*CSEMS*).

3.0 Responsibility

- 3.1 **Executive Management** will review and endorse the initial objectives, targets and programs at a Management Review meeting. All major changes to the objectives, targets and programs recommended by the ESMS Core Team will also be endorsed during the Management Review meeting. The frequency of Management Review is detailed in **EP-4.6-1 Management Review procedure**. The Management Review meeting will be documented and attendance recorded (i.e. agendas, sign in sheets, meeting minutes).
- 3.2 **ESMS Management Representative** will schedule meetings with the ESMS Team for initial development and for a Tri-annual review of objectives, targets and programs, or more frequently if physical or operational changes are made to the *CSEMS*. The Management Representative will also be responsible for the following:

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- 3.2.1 Ensure that minutes of all meetings are maintained and distributed to the ESMS Team.
- 3.2.2 Ensure that current copies of the objectives, targets and programs are maintained in the hard copy file at the *Facility Management Division's Administrative Office* and on the City's website.
- 3.2.3 Ensure that all *Custodial Personnel* are provided relevant documents related to the *CSEMS Objectives Targets and Programs*.
- 3.2.4 Ensure that all *Custodial Personnel* are provided relevant training and resources related to the requirements identified in the *CSEMS Objectives Targets and Programs*.
- 3.3 **ESMS Team** is responsible for the initial development and Tri-annual review of objectives, targets and programs to reflect changes to operations. At a minimum, the ESMS Team will reassess the programs Tri-annually and make any necessary modifications to existing environmental programs (or action plans), develop new programs or discontinue existing programs. Particular attention shall be focused on changes to the Petersburg, Facility Management Division - Custodial Services Fenceline that affect *Significant Environmental Aspects*. This may be conducted concurrently with the *Aspect Evaluation* for new products or services. This review will be documented and attendance recorded (i.e. agendas, sign in sheets, and meeting minutes). These documented discussions will provide evidence of the decision making process for establishing, implementing and maintaining objectives, targets and programs.
- 3.4 **Fenceline Employees** – The assignment of responsibilities within the **EP-4.3.3-2 Objectives, Targets & Programs Action Plans** may occur at many staffing levels at the Petersburg, Facility Management Division. This procedure considers objectives, targets and programs identified in the *Custodial Services Environmental Management System (CSEMS)*.

4.0 Definitions

- 4.1 Refer to **EP-4.4.4-2 ESMS Related Definitions Procedure**

5.0 Process

- 5.1 **Developing objectives and targets:**
 - 5.1.1 Environmental objectives and targets shall be developed and documented at relevant functions and levels within the Petersburg, Facility Management Division - Custodial Services Fenceline. They will be documented on **EP-4.3.3-2 Objectives, Targets & Programs Action Plans**.
 - 5.1.2 Objectives and targets will be consistent with the environmental policy. Objectives must address the commitment to the prevention of pollution.
 - 5.1.3 When establishing the objectives and targets for the Petersburg, Facility Management Division - Custodial Services Fenceline, the ESMS Team will take into account the:

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- 5.1.3.1 Legal and other requirements, as documented in **EP-4.3.2-1 Legal & Other Requirements procedure.**
- 5.1.3.2 Significant environmental aspects, as documented in **EP-4.3.1-1 Environmental Aspects procedure.**
- 5.1.4 When establishing the objectives and targets the ESMS Team will also consider:
 - 5.1.4.1 Technological and product use options
 - 5.1.4.2 Financial, operational and business requirements
 - 5.1.4.3 Views of interested parties
 - 5.1.4.4 Environmental Policy
 - 5.1.4.5 Commitment to continual improvement
- 5.1.5 *Objectives* will represent environmental goals and will have an associated quantifiable target that the Petersburg, Facility Management Division - Custodial Services Fenceline can reasonably be expected to meet.
- 5.1.6 *Targets* will provide quantifiable milestones for measuring performance against set objectives.
- 5.2 **Developing environmental programs (or action plans):**
 - 5.2.1 Environmental programs shall be established that list the specific tasks or means by which to achieve the desired objective and target.
 - 5.2.2 For each objective and target, one or more tasks will provide a step-by-step description of how the objective and target will be achieved.
 - 5.2.3 Environmental programs will be completed and documented in a logical sequence, with objectives, targets and tasks building upon each other to reach all the identified objectives and targets. The objectives, targets and environmental programs will be documented on the same form as listed in 5.1.1 above.
 - 5.2.4 Environmental programs will designate the responsible position or authority for each task listed. Relevant functions and levels of the organization necessary to complete tasks will be addressed.
 - 5.2.5 Environmental programs will include the time frame for completion of each task.
 - 5.2.6 Environmental programs will be developed and maintained by the ESMS Team. The ESMS

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Team will use its judgment in developing the tasks so they are practical and realistically obtainable for the Facility Management Division's - Custodial Services operations.

5.3 Implementing and maintaining the EP-4.3.3-2 Objectives, Targets & Programs Action Plans

- 5.3.1 The *Start Date* and *Date Fully Completed* will define the overall objective, target and program. The *Date Fully Completed* will indicate that all items are complete and the action plan is closed.
The *Date of issue* and *Effective until date* will document the periodic updates or Tri-annual reviews of the objectives, targets and programs and demonstrates that the items are on-going.
- 5.3.2 The objective and target action plans will be periodically reviewed and revised and take into consideration legal and other requirements as well as views of interested parties.
- 5.3.3 The **EP-4.4.5-1 Control of Documents** procedure should be reviewed for additional guidelines relating to establishing, documenting and revising the objectives, targets and programs.
- 5.3.4 As a means of ensuring that **CSEMS** is progressing towards satisfying its objectives, targets and programs; and that they are current and reflective of the nature and scale of their operations the ESMS Team will review each objective, target and program Tri-annually. Additional reviews may be required due to changes in processes, operations or the considerations listed in 5.1 above.
- 5.3.5 A review of the **EP-4.3.3-2 Objectives, Targets & Programs Action Plans** will include an evaluation toward the progress for achieving the tasks detailed in the **6.0 Programs Plan** section. Progress will be documented in section 6.0 and 7.0 in accordance to the **EP-4.5.1-1 Monitoring & Measurement procedure**. If there is a failure to meet the **EP-4.3.3-2 Objectives, Targets & Programs Action Plans**, the **Management Representative** will evaluate and document the root cause of the nonconformance and take the required action to keep the program on track. The root cause and actions taken will be tracked and carried out in accordance to the **EP-4.5.3-1 Nonconformity, Corrective & Preventive Action procedure**.
- 5.3.6 Upon completion of a review, the **EP-4.3.3-2 Objectives, Targets & Programs Action Plans** documents will be saved as a record. The saved documents will include a record of the review and a record of the **EP-4.3.3-2 Objectives, Targets & Programs Action Plans** in its current state. The record retention time is prescribed by the associated legal or non-regulatory requirements and should be listed in the **EP-4.5.4-1 Control of Records procedure**. If no record retention time is associated with the **EP-4.3.3-2 Objectives, Targets & Programs Action Plans** and the review, the record will be retained for at least 3 years.

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6.0 References / Related Documents

- 6.1 EP-4.3.1-1 Environmental Aspects procedure
- 6.2 EP-4.3.2-1 Legal & Other Requirements procedure
- 6.3 EP-4.3.3-2 Objectives, Targets & Programs Action Plans
- 6.4 EP-4.4.5-1 Control of Documents procedure
- 6.5 EP-4.4.4-2 EMS Related Definitions procedure
- 6.6 EP-4.5.4-1 Control of Records procedure
- 6.7 EP-4.5.1-1 Monitoring & Measurement procedure
- 6.8 EP-4.5.3-1 Nonconformity, Corrective & Preventive Action procedure
- 6.9 EP-4.6-1 Management Review procedure