

# PETERSBURG

## CUSTODIAL SERVICES

Verification	Originator	Revised	Approved	Issued
Initials	RSL			
Date	3/5/2014			

## EMS Procedure

### EP-4.4.6-1 Operational Control

#### ***CSEMS - Custodial Services Environmental Management System***

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<b>Person responsible:</b>	General Manager, Facility Management Division		
<b>Area of application:</b>	Custodial Services, Facility Management Division		
<b>Document location:</b>	<a href="http://www.petersburgva.gov/DocumentCenter/Index/124">http://www.petersburgva.gov/DocumentCenter/Index/124</a>		
<b>Original issue date:</b>	3/5/2014		
<b>Revisions</b>			
<b>Rev. No.</b>	<b>Date</b>	<b>Description</b>	
001			
002			
<b>Recurring action items</b>			
<b>Activity</b>	<b>Responsibility</b>		<b>Frequency</b>
1. Identify activities needing Work Instructions (WI) under the significant aspects.			Tri-annually and when developing objective, targets and programs
2. Develop WI tracking system			Tri-annually and when developing objective, targets and programs
3. Evaluate and implement training needs based on new and revised WI			As needed
4. Monitoring and evaluating the application and effectiveness of the operational controls and WI.			Tri-annually or more frequently as needed

#### **Procedure Index**

**1.0 Purpose**

**2.0 Scope**

**3.0 Responsibility**

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#### 4.0 Definitions

#### 5.0 Process

#### 6.0 References / Related Documents

### 1.0 Purpose

- 1.1 The purpose of this procedure is to establish practices related to the development and implementation of operational controls associated with the significant environmental aspects of the *Petersburg, Public Works Facility Management Division – Custodial Services*.
- 1.2 This procedure will also describe the method by which the *Facility Management Division – Custodial Services* will plan and control each of the identified operations and activities.

### 2.0 Scope

- 2.1 This procedure is responsive to element 4.4.6 Operational Control, of the ISO 14001:2004 standard and covers operations of *Facility Management Division – Custodial Services*.
- 2.2 The scope establishes Operational Controls for Work Instructions (WI) to manage those activities, products and services:
  - 2.2.1 That are under the control or influence of the *Custodial Services Environmental Management System (CSEMS)* ;
  - 2.2.2 That are associated with the significant environmental aspects;
  - 2.2.3 Where the absence of a work instruction could lead to a deviation from the *CSEMS*.

### 3.0 Responsibility

- 3.1 The **CSEMS Management Representative** and the **CSEMS Team** are:
  - 3.1.1 Responsible for **identifying** processes and activities of the operational control needs. Following the identification they will be responsible for coordinating the documentation of the selected processes.
  - 3.1.2 Responsible for evaluating the Operational Control, WIs on an annual basis or more frequently if physical or operational changes are made at the (Facility Name), and make any necessary revisions. The WI evaluation will be documented and attendance recorded (e.g. agendas, sign in sheets, and meeting minutes) and the **ED-4.4.6-5 Operational Control, Work Instruction (WI) Tracking** as needed.

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- 3.2 **Supervisors**, with the assistance of the **CSEMS Team**, will train and update employees under their supervision about the proper execution of the Operational Control, WIs for which the employees are responsible.
- 3.3 The **CSEMS** Management Representative, with the purchasing department, will develop and maintain a process to address suppliers and contractors who will be required to follow one or more of the Operational Control, WIs.

#### **4.0 Definitions**

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

#### **5.0 Process**

- 5.1 Operational controls will be established to provide for the proper management of significant aspects. Operational controls should be in place for situations at the Facility Management Division's – Custodial Services where their absence could lead to deviation from the environmental policy, or the objectives and targets.
- 5.2 Processes and activities related to significant aspects will be identified by the (Facility Name) EMS Management Representative and the EMS Team. These activities will be assessed for the need of a written Work Instruction (WI) to document the process. The development and implementation of the WIs shall be monitored using **ED-4.4.6-5 Operational Control, Work Instruction (WI) Tracking**.
- 5.3 Documentation of the operational control for selected processes will be the responsibility of the **CSEMS Management Representative** and the **CSEMS Team**. This responsibility includes the drafting of WIs. The WIs should be written in sufficient detail to provide the necessary level of instruction to ensure the desired outcome. Consideration may be given to the experience, education, and / or training of the person(s) who are executing the instructions. Particular attention will be given to the potential or actual consequences of certain information not being provided.
- 5.4 All relevant employee comments, inquires and suggestions submitted to the **CSEMS Team** will be considered when proposing and preparing the WIs.
- 5.5 The **CSEMS Management Representative** and **CSEMS Team** will re-assess the operational control documentation tri-annually or as deemed necessary.
- 5.6 All documents pertaining to Operational Control for WIs will follow the document control system in **EP-4.4.5-1 Control of Documents Procedure**.
- 5.7 Electronic copies of all documentation will be accessible from Petersburg Public Works web site: <http://www.petersburgva.gov/DocumentCenter/Index/124>

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- 5.8 Only hardcopies of those *CSEMS* documents deemed critical to the daily operation of the Facility Management Division's Custodial Services will be maintained and controlled.
- 5.9 *CSEMS* documents critical to the daily operation will be accessible to personnel who rely on such documents to complete their tasks in accordance to the *CSEMS*.
- 5.10 Operational Control requirements (implementation of WIs) will occur through training as detailed in **EP-4.4.2-1 Competence, Training and Awareness Procedure**.
- 5.11 The **Facility Management Division** will use the Audit and Nonconformance elements to ensure that the Operational Control , WIs are adhered to and provide an effective means of planning and controlling critical activities. Auditing and Nonconformance are detailed in **EP-4.5.3-1 Nonconformity, Corrective & Preventive Action Procedure** and **EP-4.5.5-1 Internal Audit Procedure**.

#### **6.0 References / Related Documents**

- 6.1 EP-4.4.2-1 Competence, Training and Awareness Procedure
- 6.2 ED-4.4.6-5 Operational Control, Work Instruction (WI) Tracking
- 6.3 EP-4.4.4-2 EMS Related Definitions Procedure
- 6.4 EP-4.4.5-1 Control of Documents Procedure
- 6.5 EP-4.5.3-1 Nonconformity, Corrective & Preventive Action Procedure
- 6.6 EP-4.5.5-1 Internal Audit Procedure