Environmental Sustainability
Policy

July 2014
Table of Contents

1. INTRODUCTION ..................................................................................................................... 3

2. OBJECTIVES .......................................................................................................................... 4

3. ENERGY, GREENHOUSE GAS EMISSIONS AND OZONE .................................................... 6
   3.1 ENVIRONMENT AND SUSTAINABILITY CONTEXT ............................................................ 6
   3.2 LEGISLATIVE AND POLICY AUTHORITY ........................................................................... 6
   3.3 AUSTRALIAN GOVERNMENT MEASURES AND TARGETS ............................................... 7
   3.4 DEPARTMENT OFFICIALS – RESPONSIBILITIES AND ACTIONS ......................................... 7

4. SUPPLIERS, PRODUCTS AND MATERIALS USE .............................................................. 12
   4.1 ENVIRONMENT AND SUSTAINABILITY CONTEXT ............................................................. 12
   4.2 LEGISLATIVE AND POLICY AUTHORITY ............................................................................. 12
   4.3 AUSTRALIAN GOVERNMENT MEASURES AND TARGETS ............................................... 12
   4.4 DEPARTMENT OFFICIALS – RESPONSIBILITIES AND ACTIONS ......................................... 13

5. OFFICE WASTE, BUILDING WASTE AND RESOURCE RECOVERY .................................. 20
   5.1 ENVIRONMENT AND SUSTAINABILITY CONTEXT ............................................................. 20
   5.2 LEGISLATIVE AND POLICY AUTHORITY ............................................................................. 20
   5.3 AUSTRALIAN GOVERNMENT MEASURES AND TARGETS ............................................... 20
   5.4 DEPARTMENT OFFICIALS – RESPONSIBILITIES AND ACTIONS ......................................... 20

6. POTABLE WATER AND WASTE WATER ...................................................................... 26
   6.1 ENVIRONMENT AND SUSTAINABILITY CONTEXT ............................................................. 26
   6.2 LEGISLATIVE AND POLICY AUTHORITY ............................................................................. 26
   6.3 AUSTRALIAN GOVERNMENT MEASURES AND TARGETS ............................................... 26
   6.4 DEPARTMENT OFFICIALS – RESPONSIBILITIES AND ACTIONS ......................................... 26

7. POLICY REVIEW .................................................................................................................. 27

APPENDIX 1 GLOSSARY AND ABBREVIATIONS ............................................................... 28
1. Introduction

This document outlines the Australian Government Department of Human Services (the department) Environmental Sustainability Policy. The principles and practices applied in this policy will make a significant contribution to the department’s environmental sustainability program— including the control and management of environmental risks and the improvement of environmental performance.

The Australian National Audit Office (ANAO) report, ‘Cross Portfolio Audit of Green Office Procurement’ Audit Report No.22 2008-09, outlined that energy, water, paper, stationery, office equipment, treatment of waste, and property activities require ongoing environmental management. The former agencies, Centrelink, Medicare Australia, CRS Australia and the Department of Human Services (including the Child Support Program) responded to the report by improving elements of their Environmental Management System (EMS) and by strengthening their alignment to the international standard EMS ISO 14001.

As a result of the integration of the department on 1 July 2011, a new approach to environmental management and sustainability was required. The department conducted an Environmental Risk Assessment to scope new business activities and identify high risk environmental aspects requiring control and management. The risk assessment approach was conducted in accordance with the international standard for Risk Management ISO 31000:2009 and the Australian Standard handbook for environmental risk management HB203:2006.

The department’s risk assessment supported the 2008-09 ANAO findings, and outlined a number of legal requirements and policy obligations that have been introduced since the 2008-09 ANAO audit report.

Environmental Policy Statement

This Environmental Sustainability Policy is a comprehensive policy designed to improve performance and mitigate high risk environmental aspects identified in the risk assessment. Whereas, the department’s Environmental Policy Statement (Figure1.)— approved by the Secretary in July 2011—is a high level commitment to stakeholders that the department complies with its legal obligations, strives to minimise pollution, and applies a systematic environmental management approach. The statement and policy are complementary.

This policy expands on the policy statement and introduces the environmental and sustainability context, outlines the legislative and policy obligations, and cites responsibilities and actions for department officials.

Department of Human Services Environmental Policy Statement

Our Organisation Overview

The Australian Government Department of Human Services (the department) is about people and the services they may need at different stages of their lives. The department provides Medicare, Centrelink, Child Support and CRS Australia payments and services including family assistance with the aim of improving the delivery of social and health-related services to the Australian people.

Our Environmental Management Commitment

The Department of Human Services is committed to developing, implementing and maintaining an Environmental Management System (EMS) that complies with the requirements of international standard ISO 14001.

The Department of Human Services will:

- commit to fostering the sustainable use of the Earth's resources by "treading lightly", recognising
the approach of Australia’s Indigenous people in minimising our impact on the land

- comply with all relevant environmental legislation, regulations, planning policies and related initiatives
- set environmental objectives and targets to ensure continuous improvement
- measure, monitor and report on environmental management initiatives
- incorporate environmental better practice into our core business plans and management processes
- undertake responsible resource management practices that aim to prevent pollution and reduce waste
- ensure we work closely with our clients, suppliers, and other stakeholders to continually improve our business processes which affect the environment
- explore best practice and innovative environmental management approaches to the use of education, technology and infrastructure
- foster the initiation and ownership of environmental activities by all our staff through education, thereby building a strong environmentally aware business culture, and
- communicate this Environmental Policy Statement to all staff and make it available to the public.

Kathryn Campbell
Secretary
Department of Human Services

Figure 1. Department of Human Services Environmental Policy Statement

Scope of this policy

This policy is based on the high risk environmental aspects identified in the department’s Environmental Risk Assessment.

The policy does not address staff welfare (health and safety) as it is covered by the department’s Occupational Health and Safety (OHS) program.

2. Objectives

The objective of this policy is to improve the department’s environmental performance by:

- complying with all relevant government legislation, policies and planning instruments, and by meeting obligations required for Australian Government environmental and sustainability reporting
- minimising adverse environmental impacts and promoting sustainability by implementing responsibilities and actions for department officials to apply:
  - efficient, effective and economical procurement, including:
    - the assessment of products on a whole-of-life cycle basis and evaluating suppliers for social responsibility
    - the management of resource consumption and demand thereby improving product utilisation, efficiency and financial performance, and
    - an appropriate evaluation measure or weighting for environmental criteria (applies to high risk environmental aspects).
  - environmental standards, principles and practices for energy use, greenhouse gas emissions, ozone depleting substances; resource use;
product, supplier and materials selection; materials waste and resource recovery; and potable water use and waste water treatment.

The above high risk environmental aspects, as well as responsibilities and actions for department officials to control these risks, are described in further detail below.
3. Energy, greenhouse gas emissions and ozone

3.1 Environment and sustainability context

Energy use
The demand for energy and environmental impacts are closely linked. The extraction, transport and use of fuels, and generation and transmission of electricity affects the environment on a global, regional, and local level. The sustainable use of energy and energy security is becoming an increasing issue for countries seeking social cohesion and economic prosperity. In Australia, as demand for energy increases there will be a greater emphasis in optimising energy efficiency.

Greenhouse Gas (GHG) emissions
Human activities over the past 200 years, such as burning of fossil fuels and land clearing, have led to an increased concentration of greenhouse gases in the lower atmosphere – increasing the average global temperature. The 1997 Kyoto Protocol has defined the most prominent greenhouse gases as carbon dioxide, methane, nitrous oxide, and sulphur hexafluoride, hydrofluorocarbons and perfluorocarbons.¹

Emission limits under the Protocol do not include emissions by international aviation and shipping, but are in addition to the industrial gases, chlorofluorocarbons, or CFCs, which are dealt with under the 1987 Montreal Protocol on Substances that Deplete the Ozone Layer.

Ozone depleting substances (ODSs)
The evidence of damage to the ozone layer has prompted a decisive international response through the 1987 international treaty – Montreal Protocol on Substances that Deplete the Ozone Layer. Substances implicated in ozone layer destruction include the chemical families known as chlorofluorocarbons (CFCs), hydrochlorofluorocarbons (HCFCs) and halons, which have uses in refrigeration, fire suppression, fumigation, laboratory operations and chemical processes.²

There has been significant progress made toward phasing out the use of these substances through legislation, regulations and other legal instruments.

3.2 Legislative and policy authority

This section outlines government legislation and policies that are relevant to energy use, greenhouse gas emissions and ozone depleting substances. These are:

- Environment Protection and Biodiversity Conservation Act 1999 (Cth)
- Building Energy Efficiency Disclosure (BEED) Act 2010 (Cth)
- Ozone Protection and Synthetic Greenhouse Gas Management Amendment Act 2010 (Cth)
- Australian Government ICT Sustainability Plan (ICTSP) 2010-2015
- Australian Government Data Centre Strategy 2010-2025 and Data Centre Optimisation Policy
- State Government Environment Protection Legislation and Regulations, such as the Protection of Environment Operations Act 1997 (NSW)

² Department of Environment and Heritage, 2003, Triple Bottom Line Reporting in Australia, p.57
It should be noted that the Australian Government has an overall commitment to reduce greenhouse gas emissions by 5 per cent from 2000 levels by 2020.

3.3 **Australian Government measures and targets**

The Australian Government has set a series of measures and targets for agencies to improve energy performance. These are:

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Desktop computers off after hours (90% of fleet by January 2011)</td>
<td>ICTSP</td>
<td>90%</td>
<td></td>
</tr>
<tr>
<td>Office – tenant light and power (MJ/person)</td>
<td>EEGO</td>
<td>7 500</td>
<td></td>
</tr>
<tr>
<td>Central services by (MJ/m²)</td>
<td>EEGO</td>
<td>400</td>
<td></td>
</tr>
<tr>
<td>Desktop energy per end user (kWh)</td>
<td>ICTSP</td>
<td>400</td>
<td>250</td>
</tr>
<tr>
<td>Power usage effectiveness (PUE) in data centres and server rooms</td>
<td>ICTSP</td>
<td></td>
<td>1.9</td>
</tr>
</tbody>
</table>

3.4 **Department officials – responsibilities and actions**

This section sets out the required actions for department officials to comply with government legislation and policy, as well as a pathway to improve energy efficiency, reduce and offset greenhouse gas emissions, and to phase out intensive ozone depleting substances.

**Building management, refurbishments and maintenance (offices, data centres and warehouses)**

1. Comply with the above legislation, regulations and policies as outlined in section 3.2.

2. Ensure building operations are effectively managed to gain maximum operational energy performance to meet the Australian Government’s energy intensity targets set out in the *Energy Efficiency in Government Operations (EEGO)* policy and *ICT Sustainability Plan (ICTSP)* 2010-2015.

3. Provide for major property energy efficiency and greenhouse initiatives through the annual business planning and budgeting processes, including the provision for renewable energy generation initiatives into a new building designs and fit outs.

4. Ensure newly constructed or major refurbishments of commercial office buildings tenanted by the department meet the minimum energy performance standard set out in the EEGO policy.

5. Ensure new office leases over 2000m² and 2 year duration include the relevant version of the *Green Lease Schedule (GLS)* which contains ongoing minimum energy performance standards. Note the GLS should be
negotiated with commercial terms at the heads of agreement.

<table>
<thead>
<tr>
<th>6</th>
<th>Ensure the EEGO policy requirements for new office leases are not subject to a GLS comply with the policy.</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Ensure the National Australian Built Environmental Rating System (NABERS) assessment and evidence of market testing occurs and is taken into account in overall cost considerations before exercising a lease option.</td>
</tr>
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<td>8</td>
<td>Ensure a tenancy lighting assessment is undertaken in accordance with the Building Energy Efficiency Disclosure Act 2010 from the effective date.</td>
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<tr>
<td>9</td>
<td>Apply environmental standards and procedures as outlined in the Design Manual for Office Accommodation as well as, Design Guidelines – Service Centres and Office Performance Specifications – Service Centres – for Remote Area Service Centres, Refurbishments and Call Centres. These include provisions for NABERS energy and Green Star ratings.</td>
</tr>
<tr>
<td>10</td>
<td>Ensure provision for accredited renewable energy (eg. Green power) take-up in electricity contracts.</td>
</tr>
<tr>
<td>11</td>
<td>Where applicable, actively replace air conditioning systems and other devices which contain refrigerants to be phased out under the 1987 Montreal Protocol for Ozone Depleting Substances (ODSs). Or where systems are the landlord’s responsibility, encourage landlords to replace.</td>
</tr>
<tr>
<td>12</td>
<td>Offset natural gas greenhouse gas emissions – Scope 1 emissions – Offsets are independently verified and comply with the international standard ISO 14064 – and are cost effective.</td>
</tr>
<tr>
<td>13</td>
<td>Ensure regular servicing and maintenance programs for data centre uninterrupted power supply (UPS) units, computer room air conditioning (CRAC) systems, and fire suppression systems.</td>
</tr>
<tr>
<td>14</td>
<td>Ensure separate digital metering is established to differentiate the supply between base building and tenancy energy use.</td>
</tr>
<tr>
<td>15</td>
<td>Ensure digital sub-meters are established in areas of high energy consumption, such as in data centres to monitor and manage facilities and equipment consumption.</td>
</tr>
<tr>
<td>16</td>
<td>Maintain accurate and complete records for reporting purposes on electricity and gas use in buildings, refrigerant types used in air conditioning systems and fire retardants used in fire suppression systems.</td>
</tr>
<tr>
<td>All department officials</td>
<td>1</td>
</tr>
<tr>
<td>ICT equipment</td>
<td>7</td>
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</tbody>
</table>
### Department officials directly responsible for managing ICT equipment

<p>| | |</p>
<table>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Comply with the above legislation, regulations and policies as outlined in section 3.2.</td>
</tr>
<tr>
<td>2</td>
<td>Ensure ICT operations are effectively managed to gain maximum operational energy performance on the desktop, data centre and telecommunications platforms to meet the Australian Government’s mandatory energy intensity targets set out in the <em>ICT Sustainability Plan (ICTSP) 2010-2015</em> and assist with meeting the EEGO office tenancy targets.</td>
</tr>
<tr>
<td>3</td>
<td>Provide for major ICT energy efficiency and greenhouse initiatives through the annual business planning and budgeting processes.</td>
</tr>
<tr>
<td>4</td>
<td>Ensure ICT sustainability initiatives are implemented as per the initiatives (where practical but not restricted to) – in the <em>Australian Government ICTSP – Appendix 2</em>; including procedures to effectively manage the energy use of ICT equipment.</td>
</tr>
<tr>
<td>5</td>
<td>Procure ICT equipment that meets the minimum standard of ISO 14024 or ISO 14021 at the level of EPEAT Silver or equivalent – as required by the <em>Australian Government ICTSP</em>.</td>
</tr>
<tr>
<td>6</td>
<td>Procure ICT equipment that meets the current ENERGY STAR® version – as required by the <em>Australian Government ICTSP</em>.</td>
</tr>
<tr>
<td>7</td>
<td>Ensure energy management options are enabled on ICT equipment – which allows ICT equipment to power down to a low energy state during non-use periods.</td>
</tr>
<tr>
<td>8</td>
<td>Ensure MFDs and printers have settings defaulted to print double-sided or duplex.</td>
</tr>
<tr>
<td>9</td>
<td>Maintain accurate and complete records for reporting purposes on the use of ICT equipment for each major category, consumption patterns and location profiles.</td>
</tr>
</tbody>
</table>

### All department officials

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Shut down personal computers and switch off monitors at the end of each working day to meet the Australian Government performance target set out in Section 3.3</td>
</tr>
</tbody>
</table>

### Office equipment and appliances

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Comply with the above legislation, regulations and policies as outlined in section 3.2.</td>
</tr>
<tr>
<td>2</td>
<td>Apply strategies and procedures to effectively manage the energy use of office equipment and appliances.</td>
</tr>
<tr>
<td>3</td>
<td>Procure office equipment that meets the ENERGY STAR® standard at a minimum level of 5 Stars – where such equipment is available, fit for purpose and cost</td>
</tr>
</tbody>
</table>

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3 EPEAT is an eco-label which covers environmental issues, including reduction/elimination of environmentally sensitive materials, materials selection, design for end of life, product longevity, energy conservation, end of life management, corporate performance, and packaging.
4 Ensure energy management options are enabled on office equipment – which allows office equipment to power down to a low energy state during non-use periods.

5 Maintain accurate and complete records for reporting purposes on the use of office equipment for each major category, consumption patterns and location profiles.

6 Ensure approved departmental energy intensive devices must be switched off when not in use.

7 Ensure non departmental energy intensive power consuming devices that are continuous in operation must not to be connected to power points – such as fish tanks, digital photo frames, fans and heaters – unless approved by the National Manager, Corporate Property and Environment or National Manager, Customer Service Property or Occupational, Health and Safety Manager.

### Staff travel

**Department officials directly responsible for procuring, managing and operating motor vehicles, as well as procuring air travel services**

1 Comply with the above legislation, regulations and policies as outlined in section 3.2.

2 Apply strategies and procedures to effectively manage energy use for staff travel.

3 Comply with the provisions in the Department’s Fleet Vehicle Policy.

4 Procure and source motor vehicles that have a Green Vehicle Guide (GVG) rating of 10.5 or above with the exception of special purpose vehicles.¹

5 Refuel with bio-fuels where practical – such as ethanol blended petrol.

6 Motor vehicle greenhouse gas emissions are offset by procuring independently verified products and sources, which comply with the international standard ISO 14064 – and are cost effective.

7 Maintain effective records for reporting purposes on the use of motor vehicles – including the type of motor vehicle, type of fuel consumption, distances travelled, odometer readings, consumption patterns and location profiles.

8 Maintain accurate and complete records for reporting purposes on the use of air travel – including the number of flights, distances travelled, and take-off and destination profiles.

**All department officials**

9 In the assessment of making travel decisions (by motor vehicle or air travel), department officials evaluate

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¹ The GVG rating system is a scoring system out of a possible 20 points – air pollutants (10 points) and greenhouse gas emissions (10 points). Motor vehicles with a high score, means low emissions. Special purpose vehicles include but not limited to 4WD’s and commercial vans.
alternative means of conducting business before undertaking travel commitments – such as using video or teleconferencing.
4. Suppliers, products and materials use

4.1 Environment and sustainability context

Meeting consumer demand for goods and services requires the extraction of raw materials from the environment. To develop raw materials into a saleable product requires production, manufacturing and distribution processes. Producers can use materials more efficiently through strategies such as light weighting, using recovered resources as inputs, and enhancing the recyclability of their products. These approaches increase the service intensity, or value, from each unit of raw material.5

As the department is a major consumer of products and services in the Australian Government, the application of environmental standards in procurements for sustainable products and services will provide a catalyst for improving environmental performance in supply chains – driving resource efficiency and innovation.6

In addition, managing demand, avoiding unnecessary consumption and maximising product utilization are organisational strategies that provide opportunities to control and reduce costs, and improve environmental performance without compromising overall business objectives. Similarly, the effective use of technology as an enabler is also a way to automate business processes, as well as improve productivity and environmental performance.7

4.2 Legislative and policy authority

This section outlines government legislation and policies that are relevant for suppliers, products and materials selection. These are:

- Environment Protection and Biodiversity Conservation Act 1999 (Cth)
- Product Stewardship Act 2011 (Cth)
- Australian Government ICT Sustainability Plan (ICTSP) 2010-2015
- Australian Packaging Covenant - Action Plan 2010-2015
- National Environment Protection Measures (NEPM)
- Commonwealth Procurement Policy Framework and Guidelines
- State Government Environment Protection Legislation and Regulations, such as the Protection of Environment Operations Act 1997 (NSW)
- State and Territory Plumbing Regulations which reference the Plumbing Code of Australia, including minimum water efficiency requirements for fixtures and quality requirements under the WaterMark certification scheme.

4.3 Australian Government measures and targets

The Australian Government has set a series of measures and targets for agencies to improve resource consumption and demand. These are:

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5 Department of Environment and Heritage, 2003, Triple Bottom Line Reporting in Australia, p.38
In addition, the Australian Government has introduced mandatory environmental standards in procurement processes under the *Energy Efficiency in Government Operations (EEGO) Policy* and the *Australian Government ICT Sustainability Plan 2010-2015*.

Furthermore, the Department of Finance and Deregulation (DoFD), as part of the Australian Government procurement policy framework, has introduced principles and practices for agencies to incorporate sustainability into procurements – ensuring optimal *value for money* in purchasing decisions.8

Section 4.4 outlines these standards and practices for department officials to introduce into their daily activities.

### 4.4 Department officials – responsibilities and actions

This section sets out the required actions for department officials to comply with government legislation and policy, and a pathway to improve product and supplier environmental performance, as well as improved eco-efficiency.

<table>
<thead>
<tr>
<th>Stationery supplies (inc. paper products)</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department officials directly responsible for establishing and/or managing stationery contracts (inc. paper products)</td>
<td>Comply with the above legislation, regulations and policies as outlined in section 4.2.</td>
<td>Apply strategies and procedures to effectively manage suppliers and products related to stationery supplies.</td>
<td>Procure general use office copy paper that has a minimum post-consumer recycled content of 50 per cent by July 2011, with progression to 100 per cent post-consumer recycled content by July 2015. Remaining virgin fibre content is to originate from chain-of-custody sources, such as Forest Stewardship Council (FSC) certified sources/forests, Program for the Endorsement of Forest Certification (PEFC) schemes or from sustainably managed forests.9</td>
<td>Procure external printing and design services with similar standards set for procuring general use office copy paper [described in (3) above].</td>
</tr>
</tbody>
</table>

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9 Noting that the department’s ability to control points 3, 5 and 6 will be largely influenced by a future Whole of Australian Government procurement process.
5 Procure stationery items with a recycled material content and are recyclable at the end-of-life – where practical, fit-for-purpose and cost effective.

6 Procure products that have reduced or eliminated environmentally sensitive materials such as mercury, lead, cadmium, hexavalent chromium, Short Chain Chlorinated Paraffin (SCCP) flame retardants, and plasticisers in certain applications, or compliance with provisions of the European Restriction for Hazardous Substances (RoHS) Directive upon its effective date.

7 Where mandatory whole of government contracts do not exist, ensure that suppliers have an environmental management system (EMS) aligned to the ISO 14001 standard or will commit to implement an EMS aligned to ISO 14001 six months after contract signing.

8 Where mandatory whole of government contracts do not exist, ensure that suppliers provide an environmental management plan that addresses their high risk environmental aspects, including but not limited to, the management of energy use, greenhouse gas emissions, materials use and selection, restriction of hazardous substances, waste and resource recovery, and packaging.

9 Apply procedures to effectively manage resource consumption and demand thereby increasing product utilization and efficiency.

10 Apply an appropriate evaluation measure or weighting to environmental criteria in procurements.

11 Maintain accurate and complete records for reporting purposes on the consumption and supply of stationery items.

### ICT equipment and related consumables

<table>
<thead>
<tr>
<th>Department officials directly responsible for procuring and managing ICT equipment and consumables</th>
<th>1</th>
<th>Comply with the above legislation, regulations and policies as outlined in section 4.2.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Apply strategies and procedures to effectively manage demand and unnecessary consumption of ICT equipment and related consumables as required by the Australian Government ICT Sustainability Plan 2010-2015 to meet the Australian Government targets outlined in Sections 3.3 and 4.3 – such as managing demand or identifying technical solutions to minimise the number of dual monitors, PCs/laptops, MFDs/printers, servers, storage devices and networks.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Procure relevant ICT products with eco-labels that are compliant to ISO 14024 or ISO 14021 at the level of EPEAT Silver or equivalent as a minimum standard for</td>
<td></td>
</tr>
</tbody>
</table>

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10 Noting that the department’s ability to control points 7, 8 and 10 will be largely influenced by a future hole of Australian Government procurement process. Additionally, ‘appropriate contracts’ are to be determined on a case by case basis through consultation between the Contract Manager, Procurement and Contract Management Branch and the Environmental Sustainability Section.
4 Ensure ICT contracts have provisions for product take-back and appropriate reuse or resource recovery for (a) mobile devices, such as mobile phones, PDAs and Blackberry devices; (b) toner cartridges; and (c) ICT equipment covered by the National Television and Computer Recycling Scheme under the National Waste Policy (NWP).

5 Procure products that have energy conservation features in their design – including the current version of ENERGY STAR® for relevant procurements.

6 Procure products that have reduced or eliminated environmentally sensitive materials such as mercury, lead, cadmium, hexavalent chromium, Short Chain Chlorinated Paraffin (SCCP) flame retardants, and plasticisers in certain applications, or compliance with provisions of the European Restriction of Hazardous Substances (RoHS) Directive upon its effective date.

7 Procure products that are designed for longevity and have design features which minimise the environmental impact at end of life, or have option for manufacturer/supplier take back.

8 Procure products that are designed and supplied with low environmental load packaging, while avoiding product damage or breakage.

9 Where possible, maximise product longevity by including options in RFT’s and contracts to extend the life of the contract / lease as per the Australian Government ICT Sustainability Plan 2010-2015.

10 Ensure ICT suppliers are signatories to the Australian Packaging Covenant (APC) by July 2011 or comply with the requirements of the National Environment Protection (Used Packaging Materials) Measure (UPM NEPM).

11 For appropriate contracts, ensure, ICT suppliers have an environmental management system (EMS) aligned to the ISO 14001 standard or commit to implement an EMS aligned to ISO 14001 six months after contract signing – for relevant procurements.  

12 For appropriate contracts, ensure, suppliers provide an environmental management plan that addresses their high risk environmental aspects, including but not limited to, the management of energy use, greenhouse gas emissions, materials use and selection, restriction of hazardous substances, waste and resource recovery, and packaging – for relevant procurements.

13 For appropriate contracts, apply an evaluation measure or

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11 There are six mandatory environmental standards for ICT procurements listed in the Australian Government ICT Sustainability Plan 2010-2015, p10. ‘Appropriate contracts’ in points 11, 12 and 13 are to be determined on a case by case basis through consultation between the Contract Manager, Procurement and Contract Management Branch and the Environmental Sustainability Section.
weighting to environmental criteria in procurements.

14 Maintain accurate and complete records for reporting purposes on the consumption and supply of ICT equipment and consumables.

<table>
<thead>
<tr>
<th>Building refurbishments</th>
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</thead>
<tbody>
<tr>
<td>Department officials directly responsible for procuring and managing building refurbishments</td>
</tr>
<tr>
<td>1</td>
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<td>2</td>
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<td>10</td>
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</table>
aligned to ISO 14001 six months after contract signing.¹²

11 For appropriate contracts, ensure, suppliers provide an environmental management plan that addresses their high risk environmental aspects, including but not limited to, the management of energy use, greenhouse gas emissions, materials use and selection, restriction of hazardous substances, waste and resource recovery, and packaging – for relevant procurements.

12 Ensure, suppliers are signatories to the *Australian Packaging Covenant* (NPC) or comply with the requirements of the *National Environment Protection (Used Packaging Materials) Measure* (UPM NEPM) for relevant procurements.

13 Apply procedures to effectively manage resource consumption and demand thereby increasing product utilization and efficiency.

14 For appropriate contracts, apply an appropriate evaluation measure or weighting to environmental criteria in procurements¹³

15 Maintain accurate and complete records for reporting purposes on the consumption and supply of materials and products used for building refurbishments.

### Building maintenance

<table>
<thead>
<tr>
<th>Department officials directly responsible for procuring and managing building maintenance</th>
<th>1</th>
<th>Comply with the above legislation, regulations and policies as outlined in section 4.2.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Apply strategies and procedures to effectively manage suppliers and products related to building maintenance. This includes applying ongoing environmental performance requirements as outlined in the <em>Design Manual for Office Accommodation as well as, Design Guidelines – Service Centres and Office Performance Specifications – Service Centres – for Remote Area Service Centres, Refurbishments and Call Centres</em>.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Ensure cleaning contractors use products with eco-labels that are compliant to ISO 14024 or ISO 14021 eco-labeling standards – which addresses life cycle impacts.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Ensure cleaning products have Materials Safety Data Sheets (MSDSs) as prescribed in Commonwealth, state and territory regulations. The MSDSs must include the ecological impact for each product/chemical.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Ensure pest control contractors use an integrated pest management approach in controlling pests.</td>
<td></td>
</tr>
</tbody>
</table>

¹² ‘Appropriate contracts’ in points 10 and 11 are to be determined on a case by case basis through consultation between the Contract Manager, Procurement and Contract Management Branch and the Environmental Sustainability Section.

¹³ ‘Appropriate contracts’ in point 14 are to be determined on a case by case basis through consultation between the Contract Manager, Procurement and Contract Management Branch and the Environmental Sustainability Section.
6 Ensure pesticides used are registered with the Australian Pesticides and Veterinary Medicines Authority (APVMA) and correctly applied in accordance with the product label or permit issued by the APVMA.

7 Ensure pesticides do not have (or are limited in) persistent organic pollutants (POPs) as outlined in the 2004 Stockholm Convention for Persistent Organic Pollutants.

8 For appropriate contracts, ensure suppliers have an environmental management system (EMS) aligned to the ISO 14001 standard or commit to implement an EMS aligned to ISO 14001 six months after contract signing.  

9 For appropriate contracts, ensure suppliers provide an environmental management plan that addresses their high risk environmental aspects, including but not limited to, the management of energy use, greenhouse gas emissions, materials use and selection, restriction of hazardous substances, waste and resource recovery, and packaging.

10 Apply procedures to effectively manage resource consumption and demand thereby increasing product utilization and efficiency.

11 For appropriate contracts, apply an appropriate evaluation measure or weighting to environmental criteria in procurements.

12 Maintain accurate and complete records for reporting purposes on the consumption and supply of materials and products used in building maintenance.

Office equipment and related consumables

<table>
<thead>
<tr>
<th>Department officials directly responsible for procuring and managing office equipment and consumables</th>
<th>1 Comply with the above legislation, regulations and policies as outlined in section 4.2.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Apply strategies and procedures to effectively manage suppliers and products related to office equipment and consumables.</td>
<td></td>
</tr>
<tr>
<td>3 Where relevant, procure products with eco-labels that are compliant to ISO 14024 or ISO 14021 eco-labeling standards – for life cycle impacts.</td>
<td></td>
</tr>
<tr>
<td>4 Procure products that have energy conservation features in their design – including a minimum level of 5 Stars under the ENERGY STAR® program – where such equipment is available, fit for purpose and cost effective.</td>
<td></td>
</tr>
<tr>
<td>5 Procure products that have reduced or eliminated environmentally sensitive materials such as mercury, lead, cadmium, hexavalent chromium, short chain chlorinated paraffin (SCCP) flame retardants, and plasticisers in</td>
<td></td>
</tr>
</tbody>
</table>

14 ‘Appropriate contracts’ in points 9, 10 and 12 are to be determined on a case by case basis through consultation between the Contract Manager, Procurement and Contract Management Branch and the Environmental Sustainability Section.
certain applications, or compliance with provisions of the European Restriction of Hazardous (RoHS) Directive upon its effective date.

6 Where relevant, procure products that are designed for longevity and have design features which minimise the environmental impact at end of life, or have option for manufacturer/supplier take back.

7 Procure products that are designed and supplied with low environmental load packaging, while maximising the purpose of preventing damage or breakage.

8 Where possible, include the provision for options in RFT’s and contracts to extend the life of the contract / lease to maximise the embodied energy used to make the products.

9 For appropriate contracts, ensure suppliers have an environmental management system (EMS) aligned to the ISO 14001 standard or commit to implement an EMS aligned to ISO 14001 six months after contract signing – for relevant procurements.15

10 For appropriate contracts, ensure suppliers that provide an environmental management plan that addresses their high risk environmental aspects, including but not limited to, the management of energy use, greenhouse gas emissions, materials use and selection, restriction of hazardous substances, waste and resource recovery, and packaging – for relevant procurements.

11 Apply procedures to effectively manage resource consumption and demand thereby increasing product utilization and efficiency.

12 For appropriate contracts, apply an appropriate evaluation measure or weighting to environmental criteria in procurements.

13 Maintain accurate and complete records for reporting purposes on the consumption and supply of office equipment and related consumables.

15 There are six mandatory environmental standards for ICT procurements listed in the Australian Government ICT Sustainability Plan 2010-2015, p10. ‘Appropriate contracts’ in points 9, 10 and 12 are to be determined on a case by case basis through consultation between the Contract Manager, Procurement and Contract Management Branch and the Environmental Sustainability Section.
5. Office waste, building waste and resource recovery

5.1 Environment and sustainability context

Developing strategies and practices to manage the huge quantities of waste generated globally is a key environmental challenge. Population growth, patterns of increased consumption, and industrialisation of developing nations are placing additional pressures on systems that manage waste.16

Traditional approaches to waste management rely on the natural environment to absorb and assimilate unwanted by-products. Environmental impacts associated with waste disposal include land contamination, methane emissions, leachate discharges, odour, flammability, toxicity, and consumption of productive land resources.17

5.2 Legislative and policy authority

This section outlines government legislation and policies that are relevant for waste management and resource recovery. These are:

- Environment Protection and Biodiversity Conservation Act 1999 (Cth)
- Product Stewardship Act 2011 (Cth)
- National Waste Policy: less waste, more resources
- Australian Packaging Covenant – Action Plan 2010-2015
- Australian Government ICT Sustainability Plan (ICTSP) 2010-2015
- State Government Environment Protection Legislation and Regulations, such as the Protection of Environment Operations Act 1997 (NSW)
- Local Government Environmental Planning Policies (LEPPs)

5.3 Australian Government measures and targets

The Australian Government has set measures and targets for agencies to improve waste management and resource recovery. These are:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>e-waste reused or recycled</td>
<td>ICTSP/APC</td>
<td></td>
<td>75%</td>
</tr>
<tr>
<td>ICT packaging recycled (target relates to July 2010 but applicable to all forward years)</td>
<td>ICTSP/APC</td>
<td>65%</td>
<td></td>
</tr>
</tbody>
</table>

5.4 Department officials – responsibilities and actions

This section outlines the required actions for department officials to comply with government legislation and policy, as well as a pathway to avoid sending hazardous and toxic waste to landfill, recovery and remanufacture waste resources into high-valued commodities, and seeks to promote and improve eco-efficiency.

<table>
<thead>
<tr>
<th>Department officials directly responsible for the management and disposal of general office waste</th>
<th>1</th>
<th>Comply with the above legislation, regulations and policies as outlined in section 5.2.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>Apply strategies and procedures to effectively manage general office waste, including provisions contained in the Australian Packaging Covenant – Action Plan 2010-2015 – aiming to recovery resources for high valued commodity processing.</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>Ensure landfill waste facilities and receptacles are established in all building sites at convenient and accessible locations consistent with requirements as outlined in the Design Manual for Office Accommodation as well as, Design Guidelines – Service Centres and Office Performance Specifications – Service Centres – for Remote Area Service Centres, Refurbishments and Call Centres.</td>
</tr>
</tbody>
</table>
|                                                                                                | 4 | Ensure recycling facilities and receptacles are established and maintained in all building sites at convenient and accessible locations where cost effective and practical, including but not limited to:  
|                                                                                                |   | ➢ Commingled waste (council curb-side recycling items)  
|                                                                                                |   | ➢ Paper waste (classified and non-classified) in accordance with the Security Policy  
|                                                                                                |   | ➢ Cardboard waste  
|                                                                                                |   | ➢ Organic waste |
|                                                                                                | 5 | Apply and promote procedures for the responsible disposal of general office waste to suppliers, contractors and other department officials involved in general waste disposal. |
|                                                                                                | 6 | Maintain accurate and complete records for reporting purposes on the types of general office disposal infrastructure at each building site and the method of disposal. |
| All department officials                                                                      | 7 | Use the appropriate disposal infrastructure for landfill and recyclable office waste. |
|                                                                                                | 8 | Ensure surplus office supplies, such as stationery, are reused where practical. |
|                                                                                                | 9 | Ensure paper waste is appropriately disposed in accordance with the department’s Security Policy. |
|                                                                                                | 10 | Use “print preview” prior to printing (ie use the print preview function). |
|                                                                                                | 11 | Print paper double-sided or duplex for relevant documents. |
|                                                                                                | 12 | File documents using the Corporate Records Management Branch procedures and use electronic document records management systems wherever
possible.

### ICT equipment and consumable waste

| Department officials directly responsible for the management and disposal of electronic waste (or e-waste) | 1  | Comply with the above legislation, regulations and policies as outlined in section 5.2. |
|  | 2  | Apply strategies and procedures to responsibly and effectively manage e-waste and ICT packaging waste as required by the Australian Government ICT Sustainability Plan 2010-2015, National Waste Policy, Australian Packaging Covenant, and to meet the Australian Government targets outlined in Section 5.3, as well as aiming to recovery resources for high valued commodity processing. |
|  | 3  | Recycle ICT waste, including but not limited to:  
  |  | - e-waste;  
  |  | - telecommunications equipment (inc. mobile devices);  
  |  | - cabling;  
  |  | - toner cartridges; and  
  |  | - packaging  
|  | 4  | Ensure surplus ICT equipment is reused where practical and cost effective. |
|  | 5  | Apply and promote procedures for the responsible disposal of ICT and consumable waste to suppliers, contractors and other department officials involved in ICT and consumable waste disposal. |
|  | 6  | Maintain accurate and complete records for reporting purposes on the types of disposal infrastructure at each site, the types and units of ICT equipment being disposed, and the method of disposal. |

### Refurbishments and relocations waste

| Department officials directly responsible for the management and disposal of building refurbishment and relocation waste | 1  | Comply with the above legislation, regulations and policies as outlined in section 5.2. |
|  | 2  | Apply the environmental standards for waste management as outlined in the Design Manual for Office Accommodation as well as, Design Guidelines – Service Centres and Office Performance Specifications – Service Centres – for Remote Area Service Centres, Refurbishments and Call Centres. These include provisions for NABERS waste and Green Star ratings, as well as aiming to recover resources for high valued commodity processing. |
|  | 3  | Reuse and/or recycle – where cost effective and practical, including but not limited to:  
  |  | - workstations, desks and cabinets;  
| All department officials | 7  | Use the appropriate disposal infrastructure for ICT waste (such as mobile phones) and related consumable waste (such as toner cartridges) |
- carpets and tiles;
- windows and doors;
- bulk heads;
- paints and solvents;
- packaging; and
- ad hoc materials including glasses, woods, metals, ceramics and plastics

4 Apply and promote procedures for the responsible disposal of building refurbishment and relocation waste to suppliers, contractors and all department officials involved in building refurbishment and relocation waste disposal.

5 Establish reuse and recycling disposal infrastructure for large office relocations so as to optimise resource recovery.

6 Maintain accurate and complete records for reporting purposes on the types of disposal infrastructure (waste stream type) at each site, the types and units (or volume) of items being disposed, and the method of disposal.

All department officials 7 Use the appropriate disposal infrastructure for items being discarded during office relocations.

### Office equipment, appliances and consumables waste

Department officials directly responsible for the management and disposal of office equipment and appliance waste

- Comply with the above legislation, regulations and policies as outlined in section 5.2.

- Apply strategies and procedures to effectively manage office equipment, appliances, and consumables waste – aiming to reuse or recovery resources for high valued commodity processing.

- Reuse and/or recycle – where cost effective and practical (ensuring OH&S issues are considered), including but not limited to:
  - white goods;
  - kitchen appliances;
  - miscellaneous equipment; and
  - packaging

- Maintain accurate and complete records for reporting purposes on the types of disposal infrastructure (waste stream type) at each site, the types and units (or volume) of items being disposed, and the method of disposal.

- Apply and promote procedures for responsible disposal of office equipment, appliances, and consumables to suppliers, contractors and other department officials involved in office equipment and appliance waste disposal.

All department officials 6 Use the appropriate disposal infrastructure for office equipment, appliances and consumable waste, such as toner cartridges.

### Hazardous waste (batteries, fluorescent tubes, asbestos)
### Department officials directly responsible for the management and disposal of hazardous waste

1. Comply with the above legislation, regulations and policies as outlined in section 5.2.

2. Apply strategies and procedures to effectively manage hazardous waste consistent with the requirements as outlined in the *Design Manual for Office Accommodation* as well as, *Design Guidelines – Service Centres and Office Performance Specifications – Service Centres – for Remote Area Service Centres, Refurbishments and Call Centres*. These include provisions for NABERS energy and Green Star ratings, as well as aiming to recovery resources for high valued commodity processing.

3. Ensure disposal infrastructure for hazardous waste is established and maintained, where practical and cost effective – including but not limited to:
   - batteries;
   - lead and lead based products;
   - fluorescent tubes and compact fluorescent globes; and
   - asbestos (mandatory)

4. Maintain accurate and complete records for reporting purposes on the types of disposal infrastructure (waste stream type) at each site, the types of items being disposed, and the method of disposal.

5. Apply and promote procedures for the responsible disposal of hazardous waste through suppliers, contractors and department officials involved in hazardous waste disposal.

6. Use the appropriate disposal infrastructure for hazardous waste.

### Infectious waste (sanitary, first aid)

<table>
<thead>
<tr>
<th>Department officials directly responsible for the management and disposal of infectious waste</th>
<th>1</th>
<th>Comply with the above legislation, regulations and policies as outlined in section 5.2.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>Apply strategies and procedures to effectively manage infectious waste consistent with the requirements as outlined in the <em>Design Manual for Office Accommodation</em> as well as, <em>Design Guidelines – Service Centres and Office Performance Specifications – Service Centres – for Remote Area Service Centres, Refurbishments and Call Centres</em>.</td>
</tr>
</tbody>
</table>
| | 3 | Ensure disposal infrastructure for infectious waste is established and maintained, where practical and cost effective – including but not limited to:
   - sharps bins
   - sanitary; and
   - first aid |
<p>| | 4 | Apply and promote procedures for the responsible disposal of infectious waste to suppliers, contractors and department officials involved in infectious waste disposal. |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5</strong></td>
<td>Maintain accurate and complete records for reporting purposes on the types of disposal infrastructure at each site, the types of items being disposed, and method of disposal.</td>
</tr>
<tr>
<td><strong>All department officials</strong></td>
<td><strong>6</strong></td>
</tr>
</tbody>
</table>
6. Potable water and waste water

6.1 Environment and sustainability context
Water scarcity is a major constraint to industrial and economic growth. Consequently, the need to meet increasing demands for freshwater resources is likely to be a significant issue on environment and development agendas over coming decades.  

6.2 Legislative and policy authority
This section outlines government legislation and policies that are relevant for water management and resource recovery. These are:

- Environment Protection and Biodiversity Conservation Act 1999 (Cth)
- State Government Water Legislation and Regulations, such as the Water Management Act (NSW)
- State Government Environment Protection Legislation and Regulations, such as the Protection of Environment Operations Act 1997 (NSW)
- Local Government Environmental Planning Policies (LEPPs)
- Catchment Management Plans
- Water Efficiency Labelling and Standards Act 2005

6.3 Australian Government measures and targets
While there are no mandated Australian Government measures or targets, agencies have a responsibility to the community to efficiently manage potable water use and waste water. Property sites may be subject to local council water restrictions and must comply with those restrictions.

6.4 Department officials – responsibilities and actions
This section outlines the required actions for department officials to comply with government legislation and policy, as well as a pathway to improve water conservation and minimise the impact on the environment.

<table>
<thead>
<tr>
<th>Building management and maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department officials directly responsible for water management</td>
</tr>
<tr>
<td>1 Comply with the above legislation, regulations and policies as outlined in section 6.2.</td>
</tr>
<tr>
<td>2 Apply strategies and procedures to effectively manage potable water use and waste water.</td>
</tr>
<tr>
<td>3 Ensure discarded cooling tower water (waste water) is drained or bleeds to waste water treatment systems.</td>
</tr>
<tr>
<td>4 Maintain accurate and complete records for reporting purposes on the volume of (tenancy) water consumed at each site, as well as records describing major water leakages.</td>
</tr>
</tbody>
</table>

18 Department of Environment and Heritage, 2003, Triple Bottom Line Reporting in Australia, p.34
<table>
<thead>
<tr>
<th>All department officials</th>
<th>5</th>
<th>Report tap water leakages in a timely manner to the relevant responsible areas.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Building refurbishments</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department officials directly responsible for procuring and managing building refurbishments</td>
<td>1</td>
<td>Comply with the above legislation, regulations and policies as outlined in section 6.2.</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Apply environmental standards and procedures for water management and infrastructure as outlined in the <em>Design Manual for Office Accommodation</em> as well as, <em>Design Guidelines – Service Centres</em> and <em>Office Performance Specifications – Service Centres – for Remote Area Service Centres, Refurbishments and Call Centres</em>. These include provisions for NABERS water and Green Star ratings.</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>Introduce water conservation measures into building leases for existing and/or new building premises, toilets and urinals with high WELS scheme star ratings, reuse systems, rainwater harvesting, treatment systems, and the use of drought tolerant native plant species local to the area.</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>Maintain accurate and complete records for reporting purposes on the water infrastructure established during refurbishments.</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>Ensure mains digital metering is established to differentiate the supply between base building and tenancy water use.</td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>Ensure digital sub-meters are established in areas of high water consumption, such as cooling towers.</td>
</tr>
</tbody>
</table>

7. **Policy review**

This policy will be reviewed at the end of each financial year or in the event of material policy or business changes.
Appendix 1  Glossary and abbreviations

**Continual Improvement** – is the recurring process of enhancing the Environmental Management System in order to achieve improvements in overall environmental performance consistent with the organisation’s environmental policy (ISO 14 001 Section 3.2).

**Environment** – surrounding in which an organisation operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelation (ISO 14 001 Section 3.5).

Note. Surroundings in the context extend from within an organisation to the global system.

**Environmental Aspect** – is the element of an organisation’s activities or products or services that can interact with the environment (ISO 14 001 Section 3.6).

**Environmental Impact** – is any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation’s environmental aspects (ISO 14 001 Section 3.7).

**Environmental Management System** – part of an organisation’s management system used to develop and implement its environmental policy and manage its environmental aspects (ISO 14 001 Section 3.8).

Note: A management system is a set of interrelated elements used to establish policy and objectives and to achieve those objectives. A management system includes organisational structure, planning activities, responsibilities, practices, procedures, processes and resources.

**Environmental Objective** – is the overall environmental goal, consistent with environmental policy, that an organisation sets itself to achieve (ISO 14 001 Section 3.9).

**Environmental Performance** – is measurable results of an organisation’s management of its environmental aspects (ISO 14 001 Section 3.10).

**Environmental Policy** – is the overall intention and direction of an organisation related to its environmental performance as formally expressed by top management (ISO 14 001 Section 3.11).

Note: The environmental policy provides a framework for action and for setting of environmental objectives and environmental targets.

**Environmental Target** – is a detailed performance requirement, applicable to the organisation or parts thereof, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives (ISO 14 001 Section 3.12).

**Pollution Prevention** – use of processes, 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 (ISO 14 001 Section 3.18).

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

‘Staff’ or ‘Officer’ or ‘Official’ – means any person(s) performing tasks for the organisation or on its behalf that have the potential to cause a significant environmental impact (ISO 14 001 Section 4.4.2).