

Touchstone

Intelligent property management

Integrated Management System Manual

Head Office – 2 Crescent Office Park, Clarks Way, Bath, BA2 2AF

Meeting the requirements of ISO 14001:2015 and ISO 50001:2011

Environmental and Energy Management System Manual

Scope and exclusions

This document describes the Integrated Environmental Management System (EMS) and the Energy Management System (EnMS) applicable to Touchstone.

The scope of this system covers ***the operation of corporate offices for the provision of property management and administration services for the private rented sector***. The activities and operations covered include all activities at the offices of Touchstone as detailed in section 1 of this manual. There are 2 offices on the scope, Milton Keynes (leased from Places for People) and Bath (leased). The Bath office uses electricity and petrol/diesel for the company cars and the Milton Keynes offices uses electricity and petrol/diesel for the company cars.

There are no exclusions from the requirements of ISO 14001:2015 or ISO 50001:2011.

Responsibility

The Health, Safety & Compliance Director has been nominated as the person responsible for this Integrated Management System across the organisation and acts as the management representative.

All members of staff are responsible for working within the framework of the Integrated Management System and contributing to its continual improvement.

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1. Organisation Profile

Touchstone has been managing residential property for over 25 years. They currently manage over 20,000 units for institutional and corporate investors, retailers with residential upper parts, private landlords and mortgage lenders. It is a diverse client base and includes a whole variety of different types of stock, situated across the length and breadth of the UK, including Northern Ireland.

Touchstone is a wholly-owned subsidiary of Places for People, the property services group which includes a range of property ownerships.

The group aims to provide specialist services in specific sectors whilst offering cross-sector support from within the group where opportunities arise. The group - particularly through Touchstone – is committed to providing services to the Private Rented Service as it grows, and this includes the management of individual units in high street locations and attempts to bring vacant or redundant units back in use.

The company has a Management System which is compliant with ISO 14001:2015 (Environmental Management Systems) and ISO 50001:2011 (Energy Management Systems).

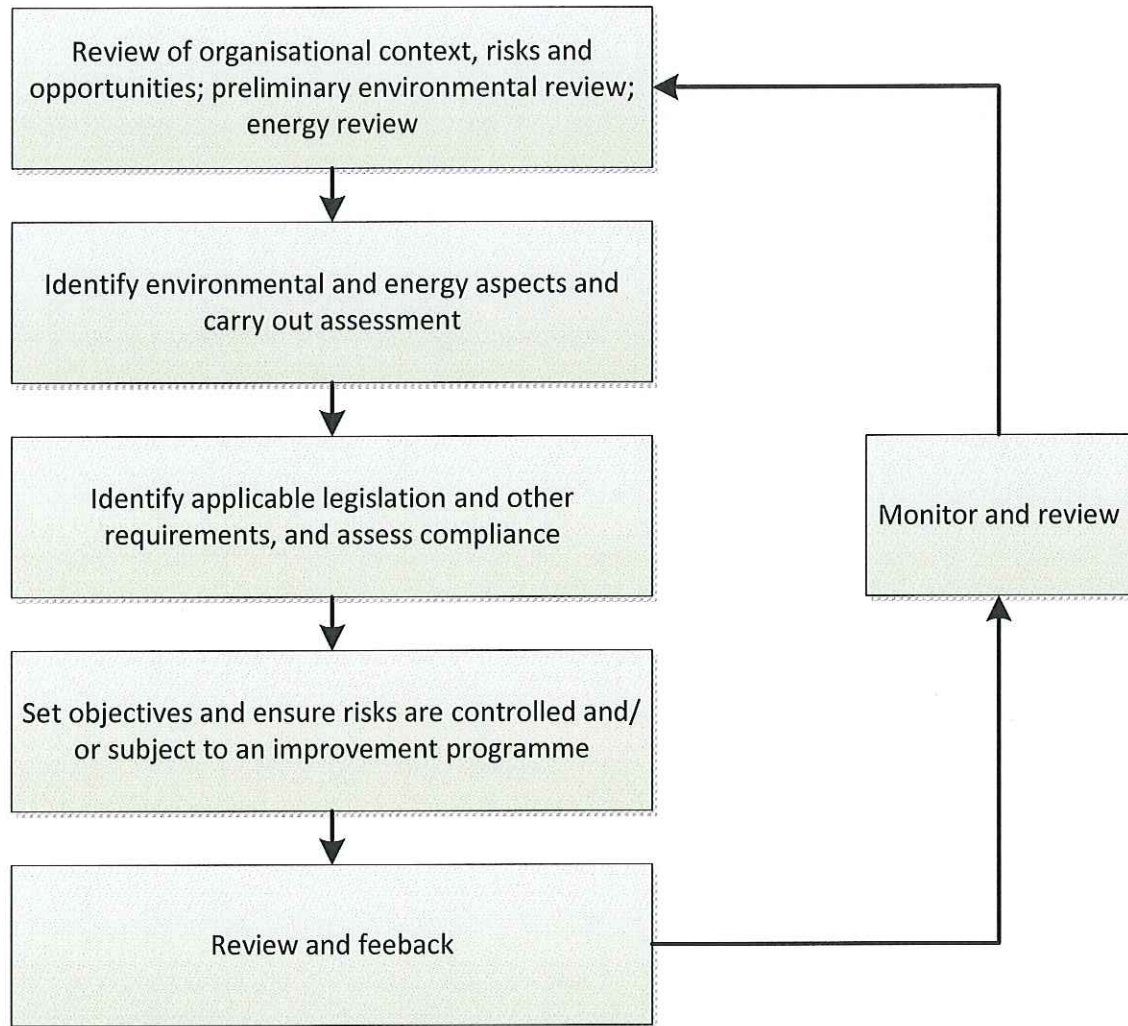
The sites covered by the ISO 14001:2015 and ISO 50001:2011 Management Systems are:

2 Crescent Office Park, Clarks Way, Bath, BA2 2AF
55 Triangle Building, Wolverton Park, Wolverton, MK12 5FJ

2. Overview

An overview of the key elements of the Integrated Management System and their interaction are shown below.

Environmental and Energy Management Process



2.1 Introduction

Touchstone have an Integrated Energy and Environmental Policy statement aimed at improving their energy performance and reducing the environmental impacts of their activities and operations.

Touchstone have also adopted this management system to support the policy. The system sets out the roles and responsibilities for managing, auditing, reviewing and updating policies and procedures in support of the overall management policy.

2.2 Roles and Responsibilities

The Directors of the organisation have overall responsibility for the Energy and Environmental Policy, the Integrated Management System which supports it, and the achievement of related energy and environmental objectives.

The Health, Safety & Compliance Director is the designated Management Representative for the IMS. He has responsibility for reporting to other Directors, planning and implementing changes aimed at achieving agreed targets and carrying out a review of the organisation's energy performance. The day to day running of the IMS is managed by Jacqueline Harley, Office Manager.

Managers working across the organisation are responsible for promoting the IMS policy in their areas.

All staff and any contractors working on the premises are expected to follow the principles of the IMS policy statement and it's supporting policies and procedures.

The Environmental Sustainability Team at Places for People have been engaged as specialist advisors with regards to the IMS and responsible for briefing key staff in auditing, evaluation of aspects, maintenance and updating of the IMS manual and the register of applicable legislation and requirements.

2.3 Objectives and Targets

Touchstone adopt and review, on a regular basis, targets for energy and environmental improvement. These are specific, measurable, achievable and consistent with the stated Energy and Environmental Policy of continually improving performance. Details of targets and objectives are also communicated internally.

2.4 Audit and Review

Touchstone aims for continuous improvement in their energy and environmental performance. To achieve this, performance is monitored by regular auditing, along with measuring progress towards any targets. The Health, Safety & Compliance Director will collate information for an annual review and report to the other Directors.

2.5 Regulations

Touchstone reviews, at least annually, existing and impending energy and environmental legislation that impacts on its business activities. Legal compliance audits are completed annually.

2.6 Training

The Health, Safety & Compliance Director will arrange for training or take other action to assist staff in their role in promoting the Energy and Environmental Policy. The Health, Safety & Compliance Director and auditors will also take steps, through visits to departments and sites, to improve awareness amongst staff of our aims in relation to the energy and environmental performance of the organisation.

3. Energy and Environmental Policy Statement

Our Energy and Environmental Policy has been established to guide all of the work which Touchstone does by setting a framework to address progress on our energy and environmental performance. Environmental issues are now high on the political agenda and supported by a range of new policies, legislation and other requirements. At the same time, energy and waste costs have already risen and are likely to continue to rise in the long term. These changes are having a direct impact on operational costs, customers and the requirements for new developments.

The policy is communicated to our staff, customers and stakeholders and is reviewed every year. Touchstone is a large and diverse organisation that operates throughout the United Kingdom. We recognise that our operations have a range of impacts on the environment and we are working to minimise them wherever possible. We will work to develop new approaches, services and products that reduce our impacts and that contribute to wider environmental action that will benefit everyone. We will work with our staff, partners, suppliers and contractors to help them reduce their own impacts and the products and services they supply to us and our customers. The energy and environmental performance of Touchstone is monitored by the board and the Managing Director is the main sponsor for our activity. All company Directors are responsible for identifying environmental impacts in their part of the organisation, putting in place action to reduce impacts and monitoring performance.

Touchstone accepts that it has a direct responsibility for the environment. We will implement policies and deliver services using methods intended to minimise the consumption of resources and the creation of non-recyclable waste.

We are committed to providing a safe, healthy and attractive working environment for our employees, visitors and others living or working in the immediate vicinity. We will continually strive to improve our energy and environmental performance and in particular we will:

- Seek to ensure compliance with existing and future legislation and any other initiatives or requirements to which the firm subscribes including ISO 14001 and ISO 50001.
- Work with relevant external bodies and our own staff to continually improve our energy and environmental performance, prevent pollution and maintain safe and healthy working conditions.
- Identify and seek to reduce any harmful environmental effects which arise from our business.
- Purchase energy-efficient products and services, and design for energy performance improvement.
- Minimise, re-use and recycle materials wherever practicable.
- Provide environmental training for our staff, and encourage them to apply good environmental practice, both at work and at home.
- Require employees to utilise video conferencing facilities and public transport wherever possible.
- Discuss environmental issues regularly at the highest management levels of the organisation and take authoritative action as necessary.
- Ensure the availability of information and of necessary resources to achieve objectives and targets.
- Review and revise this policy as necessary at regular intervals.

Our Integrated Energy and Environmental Management System will enable us to monitor our performance and help us achieve energy and environmental performance objectives. These objectives will be set and reviewed annually and will be measurable. Information about our environmental aspects, objectives and performance can be obtained by contacting our Business Support Team - training@touchstonecps.com who would also welcome any observations you may have on the environmental aspects of our business.

Date: 08/04/19

Approved: **Tristram King**

Health, Safety & Compliance Director

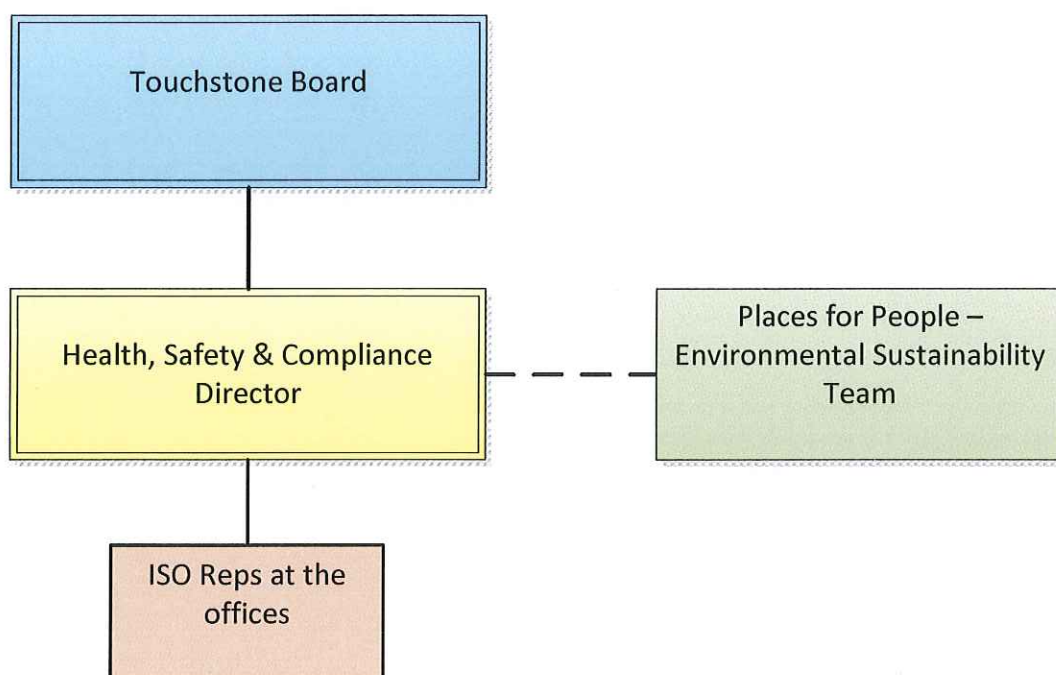
Signed:

Acting Managing Director

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4. Organisation Chart



The dotted line means that the Environmental Sustainability Team at Places for People supports the Health, Safety & Compliance Director with the Energy and Environmental Management System.

5. Process Maps

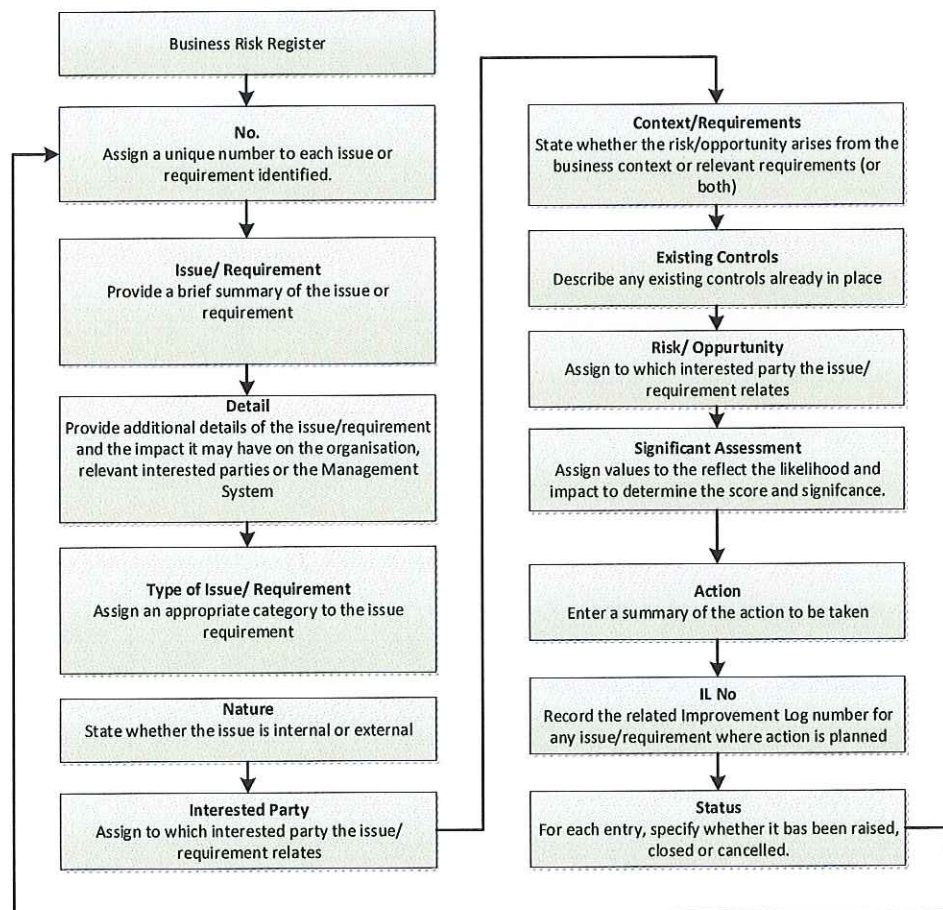
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EP 5.1	Identification of organisational context, risks and opportunities	Process owner
SCOPE	To ensure ongoing and systematic identification and assessment of the risks posed to, and opportunities for, the results of the organisation's Management System. To ensure ongoing and systematic identification and assessment of the needs and expectations of interested parties affecting, and affected by, the organisations Management System. To establish the internal and external issues relevant to Places for People which may affect its ability to achieve the intended results of its Management System.	Health, Safety & Compliance Director
		Applicable clauses
		ISO 14001:2015 – 4.1, 4.2, 4.3, 4.4, 6.1.1, 6.1.4

Controls

- ❖ Internal Audits
- ❖ External Audits
- ❖ Management Review
- ❖ Business Risk Register

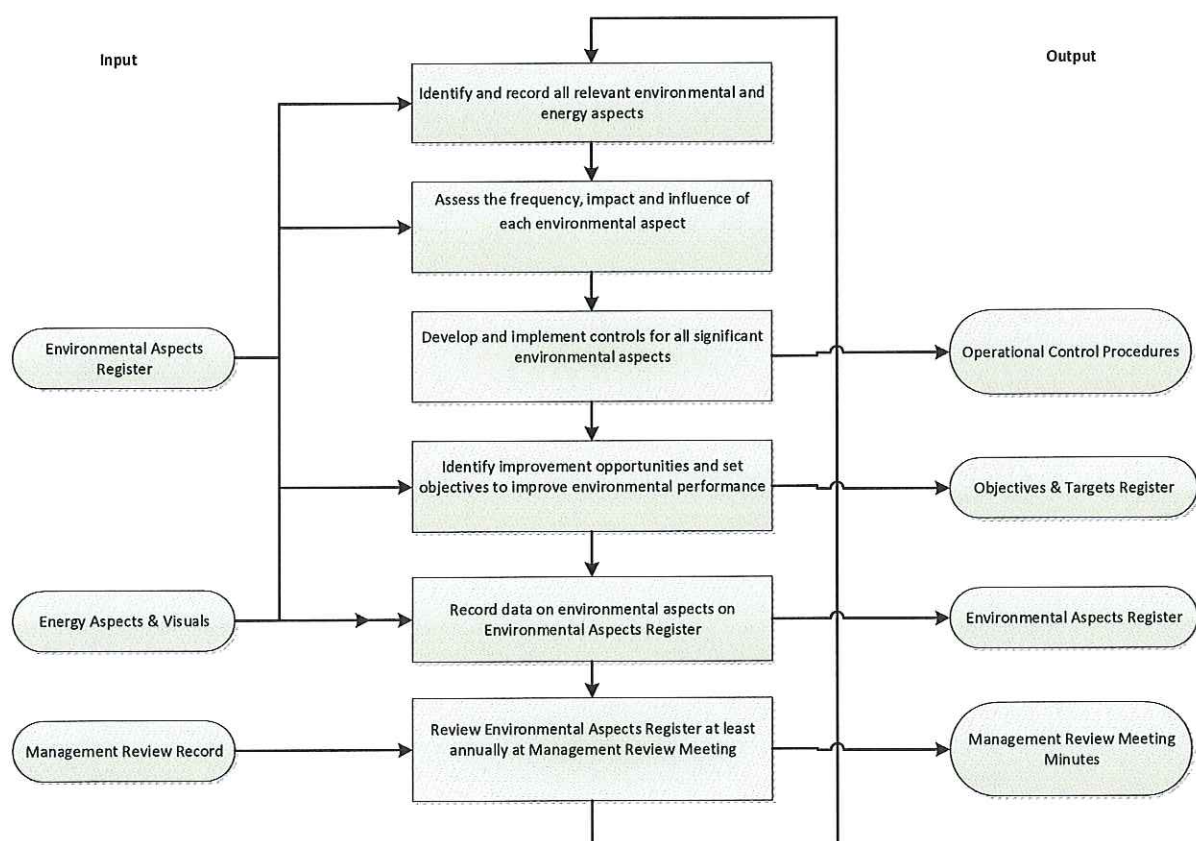


*Or as and when required

EP 5.3	Identification and evaluation of aspects and impacts	Process owner
SCOPE	To ensure that the environmental and energy aspects and impacts of our activities are identified and controlled.	Health, Safety & Compliance Director
		Applicable clauses
		ISO 14001:2015 – 6.1.2, 6.1.4

Controls

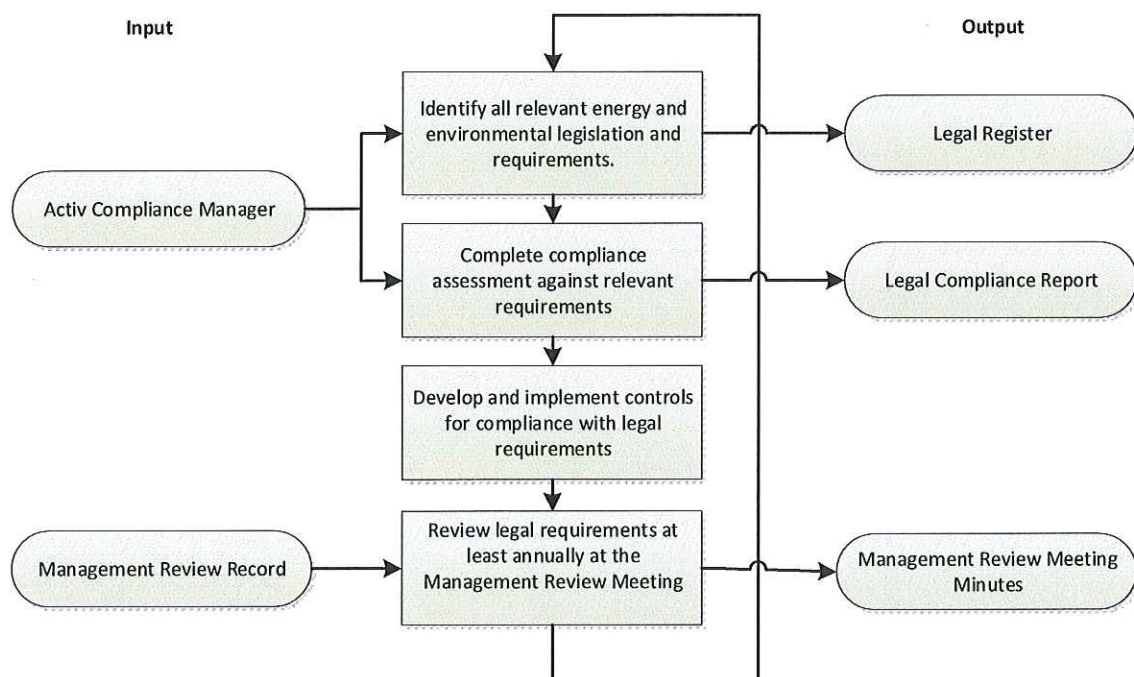
- ❖ Management Review
- ❖ Internal Audit
- ❖ External Audit
- ❖ Objectives & Targets Register
- ❖ Environmental Aspects Register



EP 5.4	Identification and evaluation of legal and other requirements	Process owner
SCOPE	To ensure that all legislation and requirements relating to the organisations activities and services are identified and complied with.	Health, Safety & Compliance Director
		Applicable clauses
		ISO 14001:2015 – 6.1.3, 6.1.4, 9.1.2 ISO 50001:2011 – 4.4.2, 4.6.2

Controls

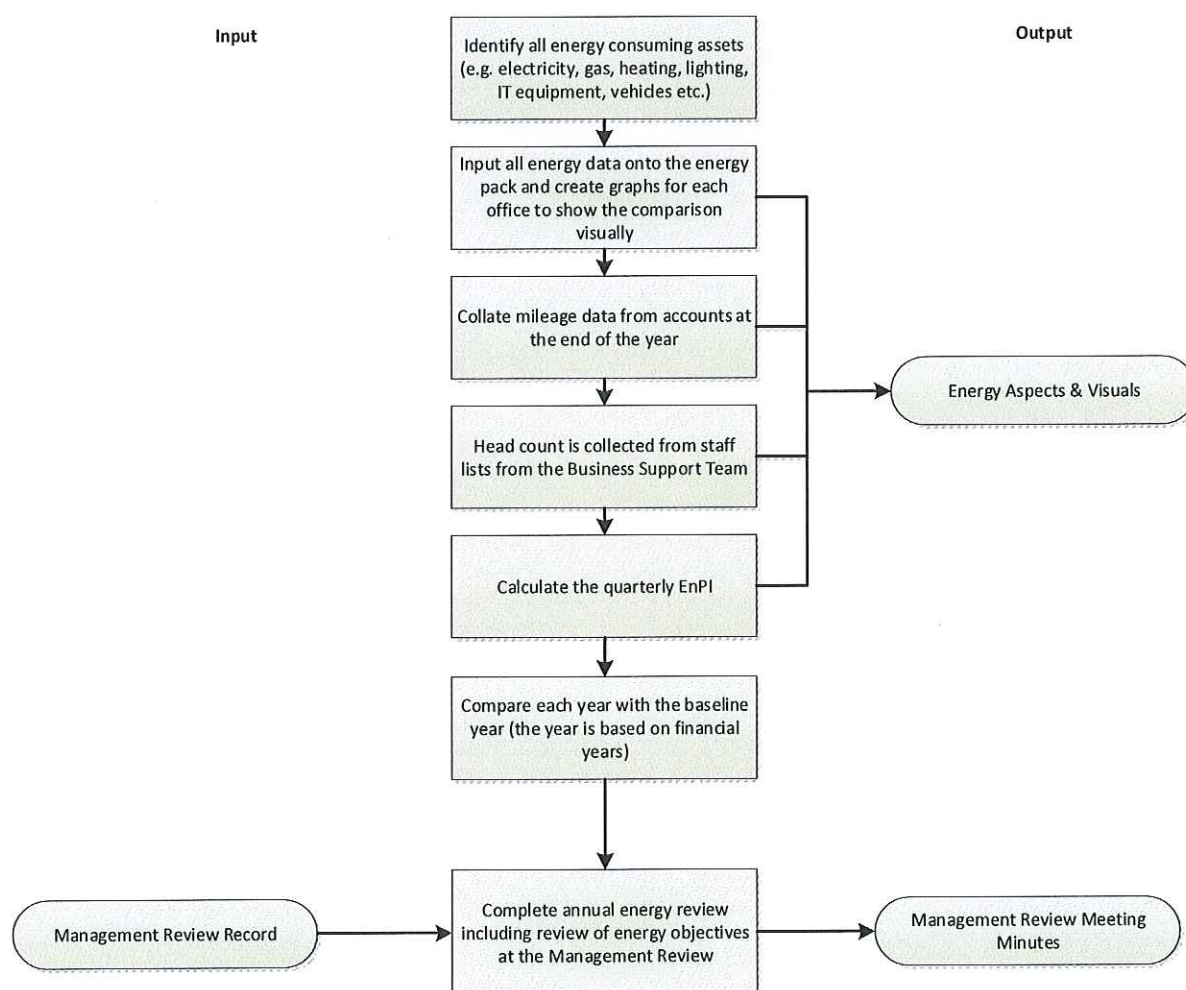
- ❖ Management Review
- ❖ Internal Audit
- ❖ External Audit
- ❖ Compliance Audit



EP 5.5	Energy planning	Process owner
SCOPE	To ensure that energy baselines are established, data collected, and energy performance reviewed.	Health, Safety & Compliance Director
		Applicable clauses
		ISO 50001:2011 – 4.4.1, 4.4.3, 4.4.4, 4.4.5, 4.4.6

Controls

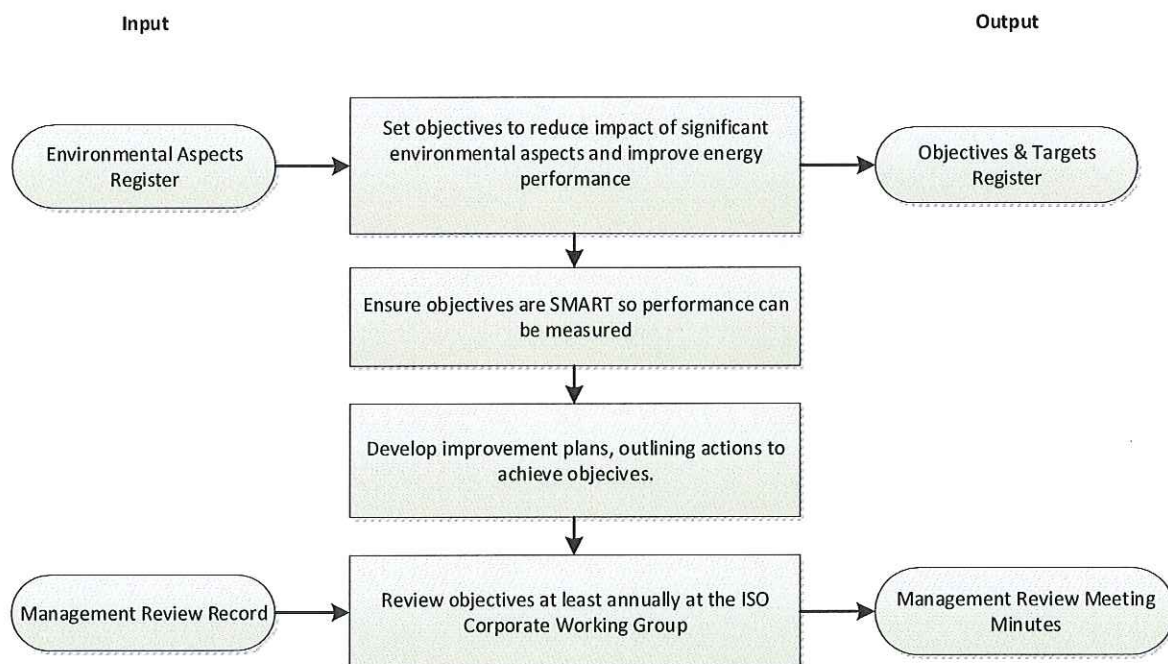
- ❖ Management Review
- ❖ Internal Audit
- ❖ External Audit
- ❖ Objectives & Targets Register



EP 5.6	Setting of targets, objectives and improvement programmes	Process owner
SCOPE	To ensure that objectives, targets and improvement programmes are established to meet legislative and policy requirements.	Health, Safety & Compliance Director
		Applicable clauses
		ISO 14001:2015 – 6.2.1, 6.2.2, 7.4.1, 9.1 ISO 50001:2011 – 4.2.1, 4.4.5, 4.4.6, 4.6.1

Controls

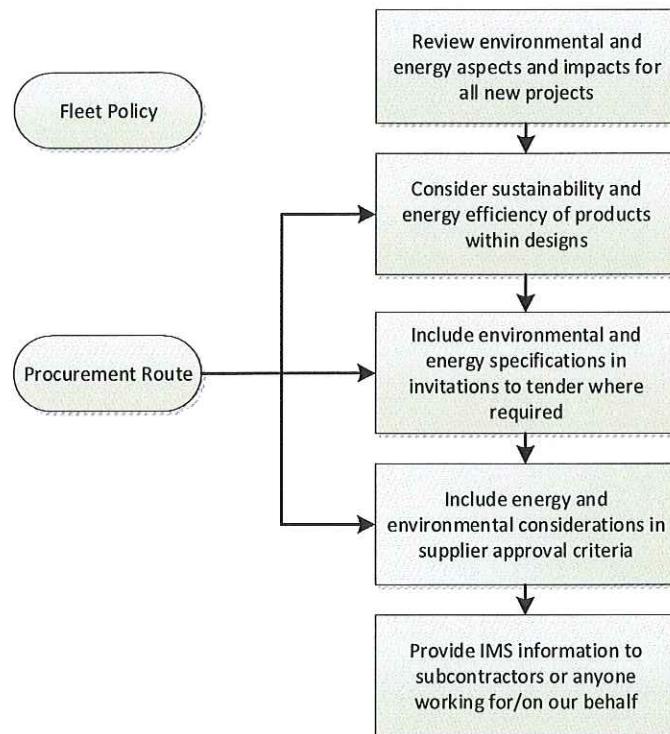
- ❖ Management Review
- ❖ Internal Audit
- ❖ External Audit
- ❖ Objectives & Targets Register



EP 5.7	New projects, design and procurement	Process owner
SCOPE	To ensure that environmental and energy requirements are considered in the projects, design work and the procurement of products and services.	Health, Safety & Compliance Director
		Applicable clauses ISO 14001:2015 – 7.2, 7.3, 7.4.3, 8.1 ISO 50001:2011 – 4.5.6, 4.5.7

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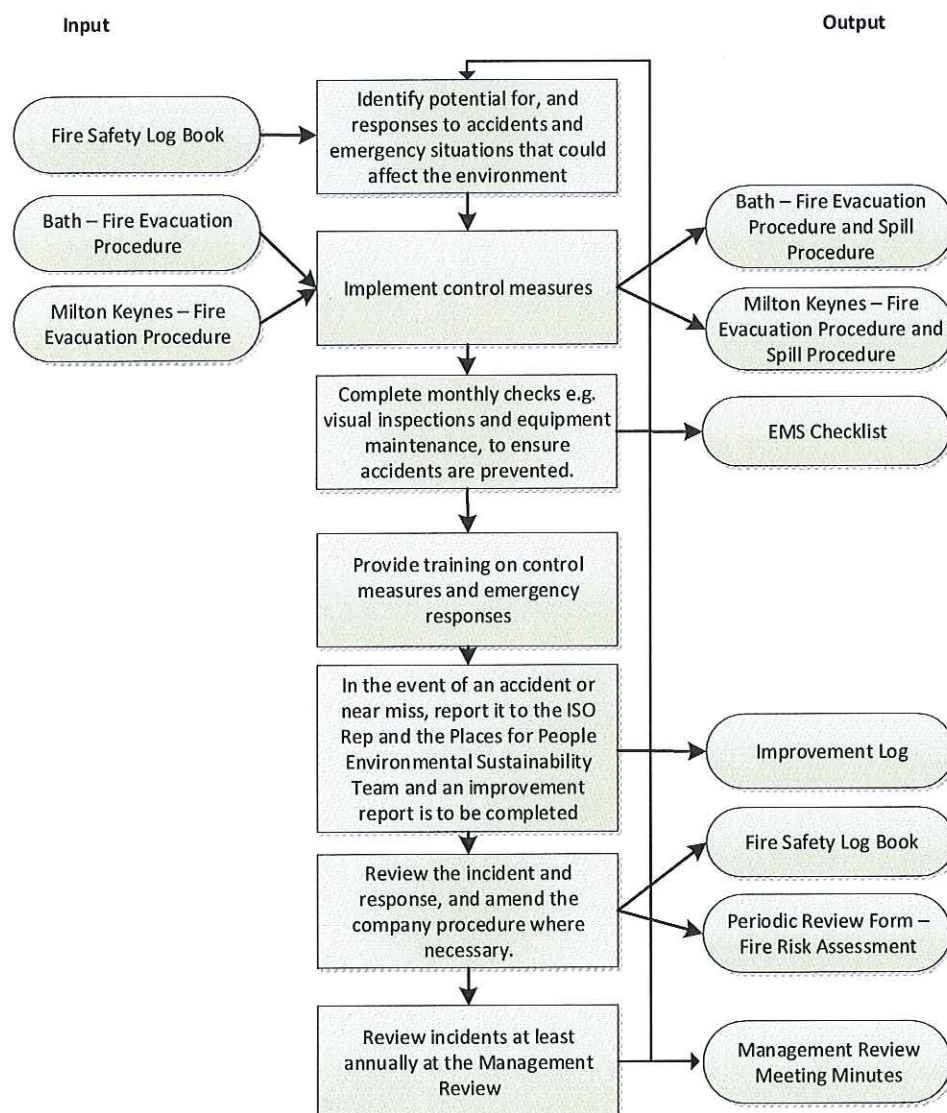
- ❖ Management Review
- ❖ Internal Audit
- ❖ External Audit
- ❖ Compliance Audit



EP 5.8	Emergency preparedness and response	Process owner
SCOPE	To ensure that potential emergency situations are anticipated, and appropriate response planned and reviewed.	Health, Safety & Compliance Director
		Applicable clauses
		ISO 14001:2015 – 8.2 ISO 50001:2011 – 4.5.5

Controls

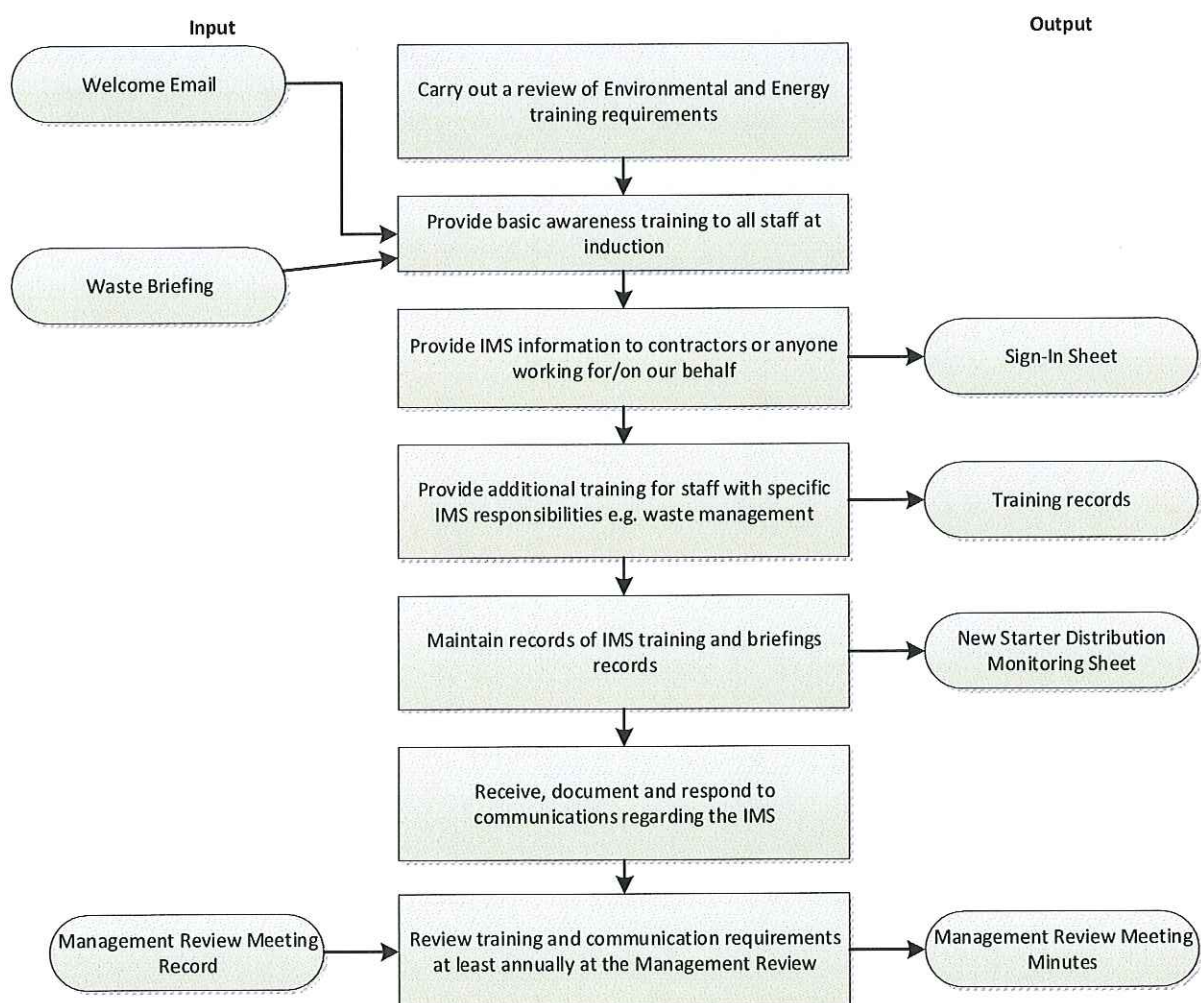
- ❖ Management Review
- ❖ Internal Audit
- ❖ External Audit
- ❖ EMS Checklist



EP 5.9	Training, awareness and communication	Process owner
SCOPE	To ensure that training needs are identified and that records are maintained.	Health, Safety & Compliance Director
		Applicable clauses
		ISO 14001:2015 – 7.1, 7.2, 7.3, 7.4 ISO 50001:2011 – 4.5.2, 4.5.3.

Controls

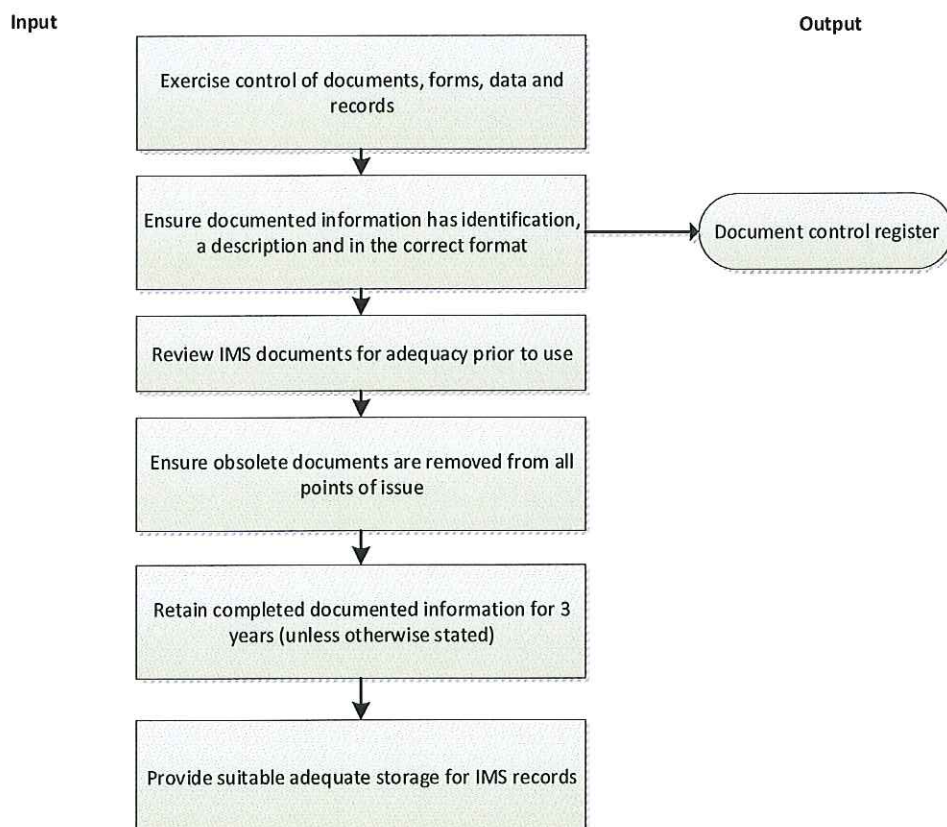
- ❖ Management Review
- ❖ Internal Audit
- ❖ External Audit



EP 5.10	Document and record control	Process owner
SCOPE	To ensure that control is exercised over all documents and records within the IMS	Health, Safety & Compliance Director
		Applicable clauses ISO 14001:2015 – 7.5.1, 7.5.2, 7.5.3 ISO 50001:2011 – 4.5.4, 4.6.5

Controls

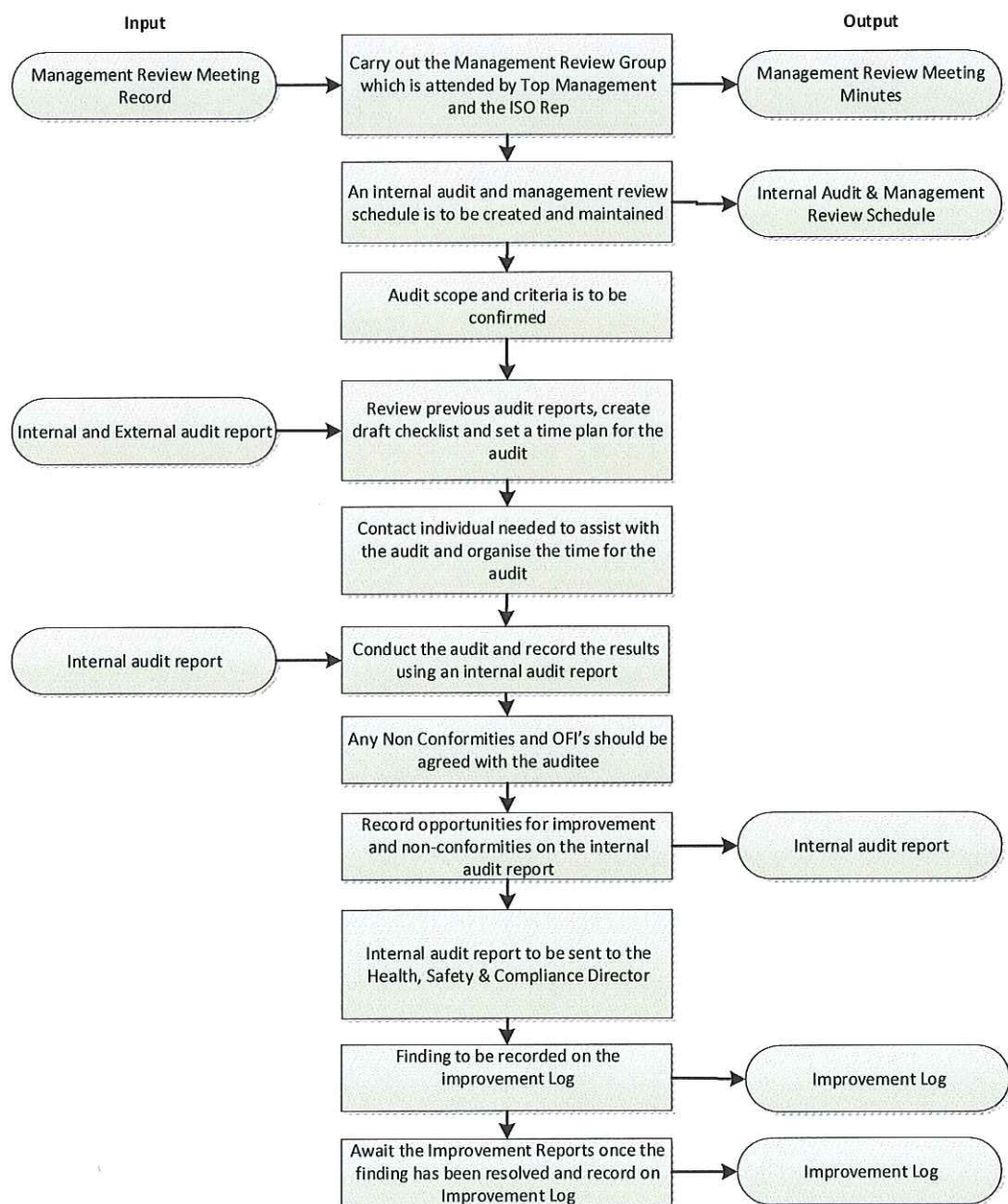
- ❖ Management Review
- ❖ Internal Audit
- ❖ External Audit
- ❖ Document Control Register



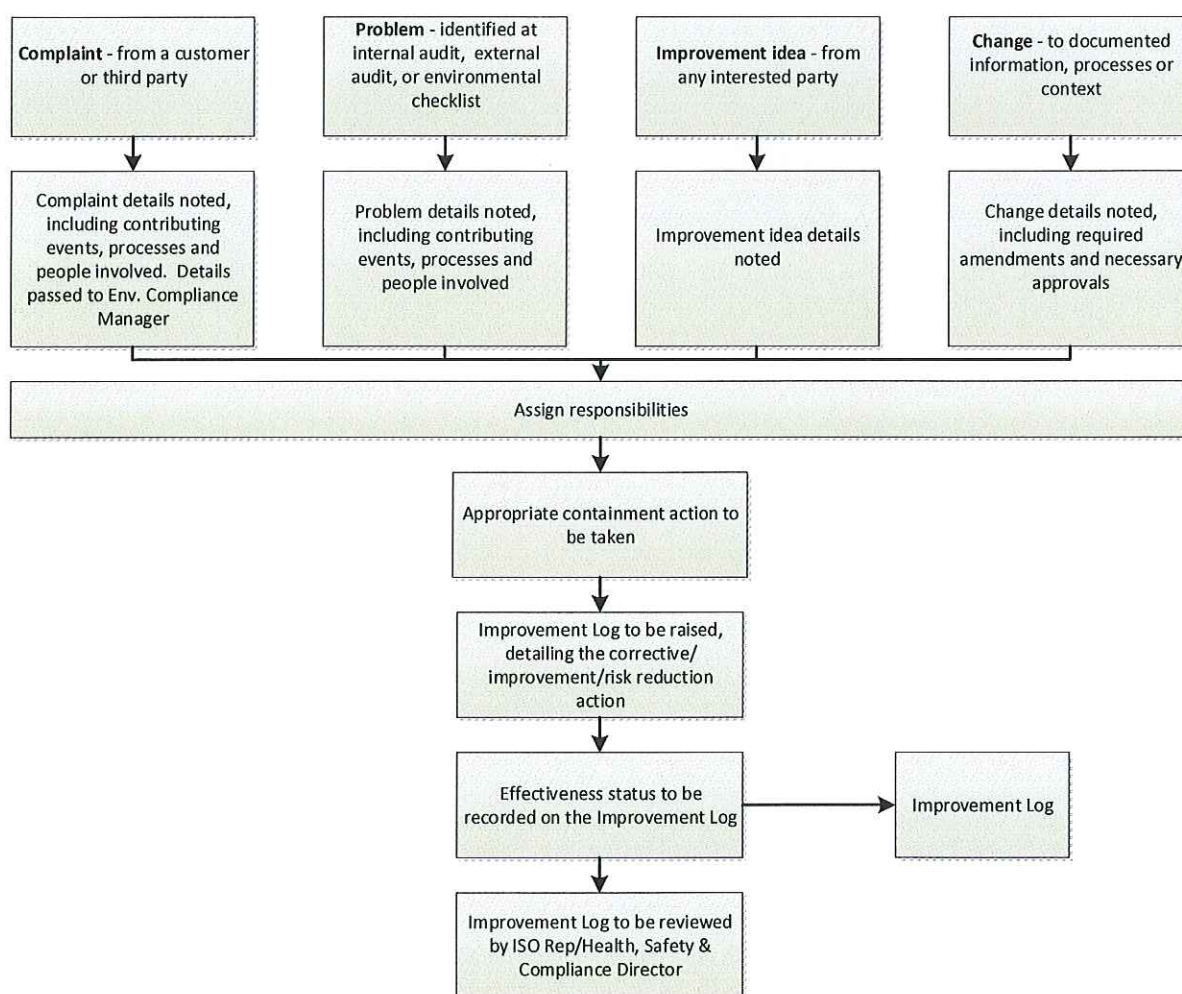
EP 5.11	Audit, review and improvement	Process owner
SCOPE	To ensure that the IMS is monitored, audited and reviewed on a regular basis.	Health, Safety & Compliance Director
		Applicable clauses
		ISO 14001:2015 – 9.2.1, 9.2.2. ISO 50001:2011 – 4.6.3.

Controls

- ❖ Management Review
- ❖ Internal Audit
- ❖ External Audit
- ❖ Improvement Log
- ❖ Internal Audit & Management Review Schedule



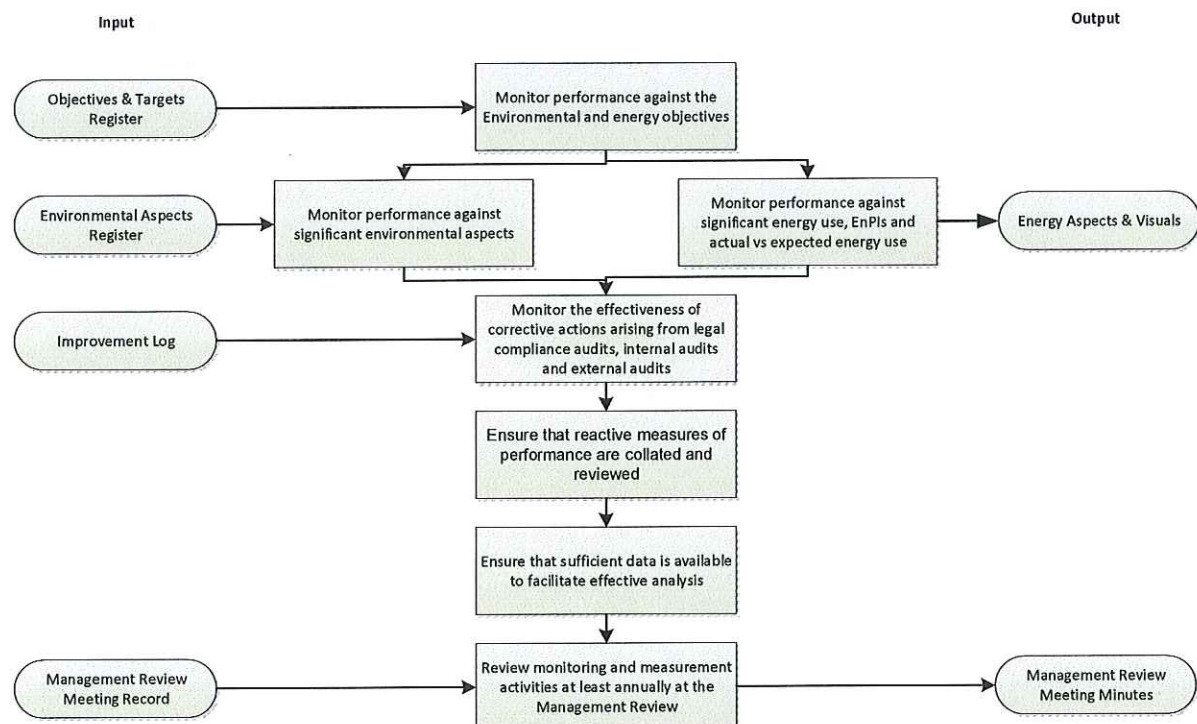
EP 5.12	Improvement and Non-Conformities	Process owner
SCOPE	The process to systemise the identification, recording and analysis of change requests and improvement ideas in order to prevent problems arising, and to facilitate the continual improvement of the Places for People Management System. If a Non-Conformity occurs, the improvement process map shows how to take action and resolve the issues.	Health, Safety & Compliance Director
		Applicable clauses
		ISO14001:2015 – 10.1, 10.2, 10.3 ISO50001:2011 – 4.1, 4.6.4



EP 5.13	Performance measurement and monitoring	Process owner
SCOPE	To ensure that the performance of the IMS is measured and monitored on a regular basis	Health, Safety & Compliance Director
		Applicable clauses ISO 14001:2015 – 9.1.1, 10.1, 10.2, 10.3 ISO 50001:2011 – 4.6.1, 4.6.4

Controls

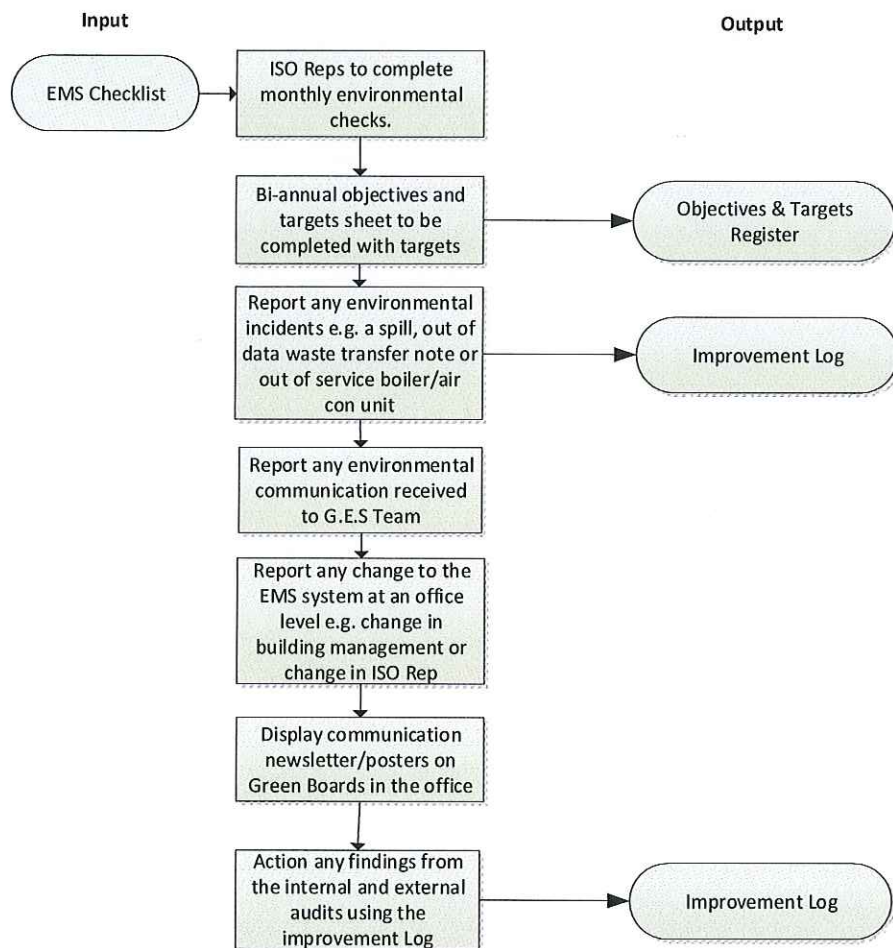
- ❖ Management Review
- ❖ Internal Audit
- ❖ External Audit
- ❖ Improvement Log
- ❖ Objectives & Targets Register



EP 5.14	The role of IMS Rep	Process owner
SCOPE	To ensure monthly checks, communication and improvements are made in terms of environmental and energy management.	Health, Safety & Compliance Director
		Applicable clauses ISO 14001:2015 – 8.1

Controls

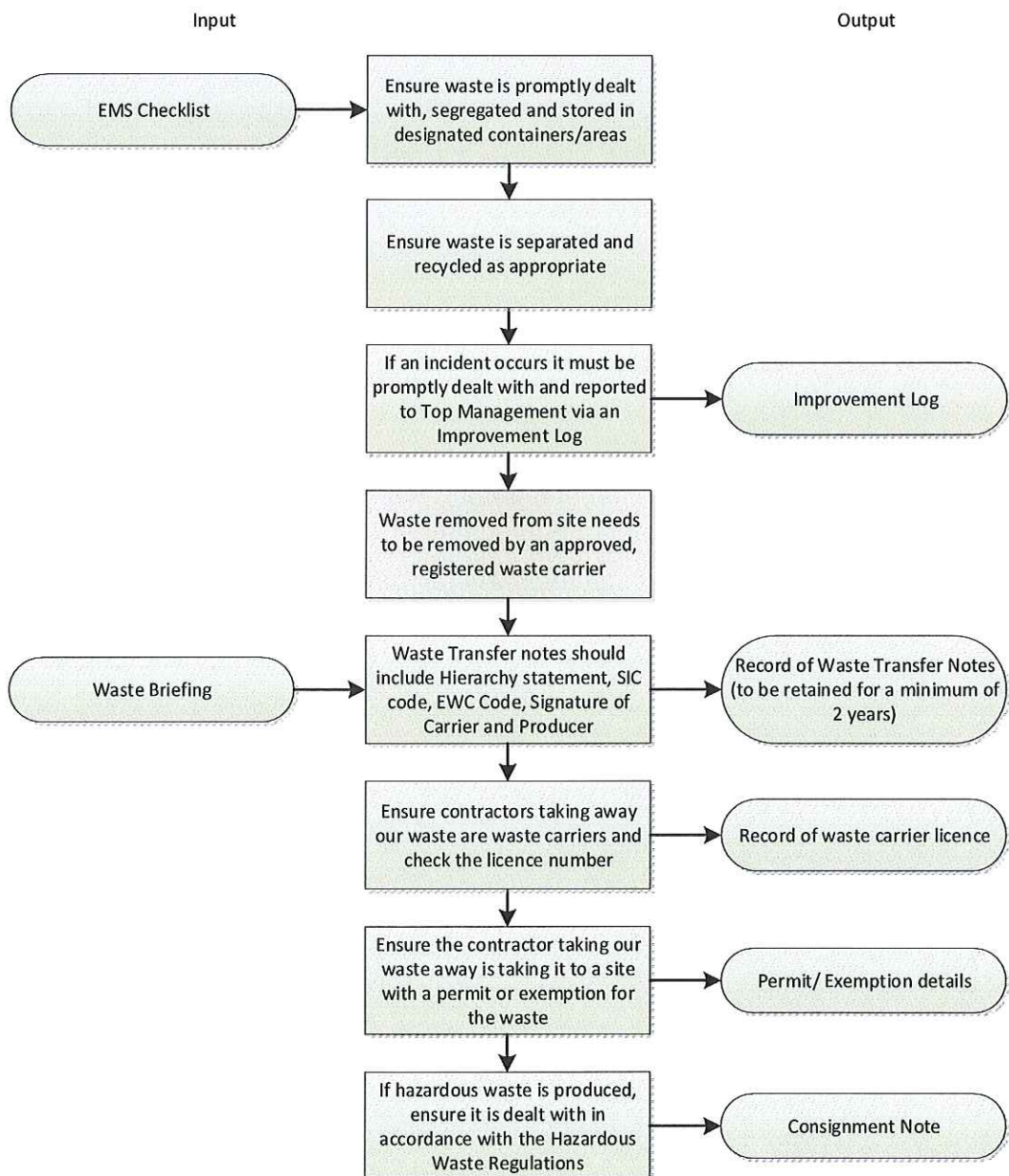
- ❖ Monthly checklist
- ❖ Objectives & Targets Register
- ❖ Improvement Report



EP 5.15	Collection and disposal of waste	Process owner
SCOPE	To ensure waste is collected and disposed of in the appropriate manner.	Health, Safety & Compliance Director
		Applicable clauses
		ISO 14001:2015 – 8.1

Controls

- ❖ EMS checklist
- ❖ Improvement Log
- ❖ Waste Transfer notes
- ❖ Waste Carrier Licenses
- ❖ Permit/ Exemption numbers
- ❖ Consignment notes
- ❖ Waste briefing



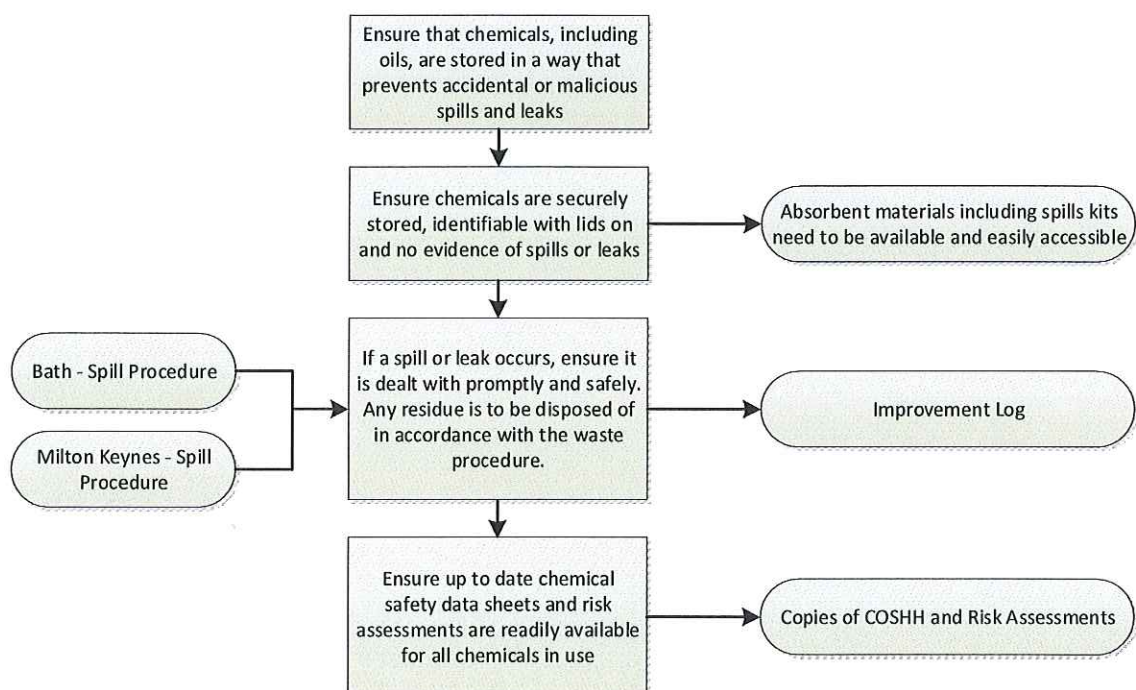
EP 5.16	Delivery, storage and use of oils and chemicals	Process owner
SCOPE	To ensure that any oils and chemicals are handled, stored and used in a way that minimises the possibility of spills, leaks and therefore pollution.	Health, Safety & Compliance Director
		Applicable clauses ISO 14001:2015 – 8.1

Controls

- ❖ Improvement Report
- ❖ Spill Procedure
- ❖ COSHH Sheets and Risk Assessments

Input

Output



EP 5.17	Drainage System	Process owner
SCOPE	To ensure that the drainage system is visually inspected regularly, and that any contamination or blockage is dealt with in the appropriate manner.	Health, Safety & Compliance Director
		Applicable clauses ISO 14001:2015 – 8.1

Controls

- ❖ Monthly checklist
- ❖ Improvement report

