

SVENSK STANDARD

SS-EN ISO 14004:2016



Fastställt/Approved: 2016-03-07
Publicerad/Published: 2016-03-09
Utgåva/Edition: 2
Språk/Language: engelska/English
ICS: 04.100; 13.020.10

Miljöledningssystem – Allmän vägledning för tillämpning (ISO 14004:2016)

Environmental management systems – General guidelines on implementation (ISO 14004:2016)



Standarder får världen att fungera

SIS (Swedish Standards Institute) är en fristående ideell förening med medlemmar från både privat och offentlig sektor. Vi är en del av det europeiska och globala nätverk som utarbetar internationella standarder. Standarder är dokumenterad kunskap utvecklad av framstående aktörer inom industri, näringsliv och samhälle och befrämjar handel över gränser, bidrar till att processer och produkter blir säkrare samt effektiviserar din verksamhet.

Delta och påverka

Som medlem i SIS har du möjlighet att påverka framtida standarder inom ditt område på nationell, europeisk och global nivå. Du får samtidigt tillgång till tidig information om utvecklingen inom din bransch.

Ta del av det färdiga arbetet

Vi erbjuder våra kunder allt som rör standarder och deras tillämpning. Hos oss kan du köpa alla publikationer du behöver – allt från enskilda standarder, tekniska rapporter och standardpaket till handböcker och onlinetjänster. Genom vår webbtjänst e-nav får du tillgång till ett lättnavigerat bibliotek där alla standarder som är aktuella för ditt företag finns tillgängliga. Standarder och handböcker är källor till kunskap. Vi säljer dem.

Utveckla din kompetens och lyckas bättre i ditt arbete

Hos SIS kan du gå öppna eller företagsinterna utbildningar kring innehåll och tillämpning av standarder. Genom vår närhet till den internationella utvecklingen och ISO får du rätt kunskap i rätt tid, direkt från källan. Med vår kunskap om standarders möjligheter hjälper vi våra kunder att skapa verklig nytta och lönsamhet i sina verksamheter.

Vill du veta mer om SIS eller hur standarder kan effektivisera din verksamhet är du välkommen in på www.sis.se eller ta kontakt med oss på tel 08-555 523 00.



Standards make the world go round

SIS (Swedish Standards Institute) is an independent non-profit organisation with members from both the private and public sectors. We are part of the European and global network that draws up international standards. Standards consist of documented knowledge developed by prominent actors within the industry, business world and society. They promote cross-border trade, they help to make processes and products safer and they streamline your organisation.

Take part and have influence

As a member of SIS you will have the possibility to participate in standardization activities on national, European and global level. The membership in SIS will give you the opportunity to influence future standards and gain access to early stage information about developments within your field.

Get to know the finished work

We offer our customers everything in connection with standards and their application. You can purchase all the publications you need from us - everything from individual standards, technical reports and standard packages through to manuals and online services. Our web service e-nav gives you access to an easy-to-navigate library where all standards that are relevant to your company are available. Standards and manuals are sources of knowledge. We sell them.

Increase understanding and improve perception

With SIS you can undergo either shared or in-house training in the content and application of standards. Thanks to our proximity to international development and ISO you receive the right knowledge at the right time, direct from the source. With our knowledge about the potential of standards, we assist our customers in creating tangible benefit and profitability in their organisations.

If you want to know more about SIS, or how standards can streamline your organisation, please visit www.sis.se or contact us on phone +46 (0)8-555 523 00



Europastandarden EN ISO 14004:2016 gäller som svensk standard. Detta dokument innehåller den officiella engelska versionen av EN ISO 14004:2016.

Denna standard ersätter SS-EN ISO 14004:2010, utgåva 1.

The European Standard EN ISO 14004:2016 has the status of a Swedish Standard. This document contains the official English version of EN ISO 14004:2016.

This standard supersedes the Swedish Standard SS-EN ISO 14004:2010, edition 1.

© Copyright/Upphovsrätten till denna produkt tillhör SIS, Swedish Standards Institute, Stockholm, Sverige. Användningen av denna produkt regleras av slutanvändarlicensen som återfinns i denna produkt, se standardens sista sidor.

© Copyright SIS, Swedish Standards Institute, Stockholm, Sweden. All rights reserved. The use of this product is governed by the end-user licence for this product. You will find the licence in the end of this document.

Upplysningar om sakinnehållet i standarden lämnas av SIS, Swedish Standards Institute, telefon 08-555 520 00. Standarder kan beställas hos SIS Förlag AB som även lämnar allmänna upplysningar om svensk och utländsk standard.

Information about the content of the standard is available from the Swedish Standards Institute (SIS), telephone +46 8 555 520 00. Standards may be ordered from SIS Förlag AB, who can also provide general information about Swedish and foreign standards.

Denna standard är framtagen av kommittén för Miljöledning, SIS/TK 207.

Har du synpunkter på innehållet i den här standarden, vill du delta i ett kommande revideringsarbete eller vara med och ta fram andra standarder inom området? Gå in på www.sis.se - där hittar du mer information.

EUROPEAN STANDARD

EN ISO 14004

NORME EUROPÉENNE

EUROPÄISCHE NORM

March 2016

ICS 13.020.10

Supersedes EN ISO 14004:2010

English Version

Environmental management systems - General guidelines on implementation (ISO 14004:2016)

Systèmes de management environnemental - Lignes
directrices générales pour la mise en application (ISO
14004:2016)

Umweltmanagementsysteme - Allgemeiner Leitfadens
über Grundsätze, Systeme und unterstützende
Methoden (ISO 14004:2016)

This European Standard was approved by CEN on 1 March 2016.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels

Contents

Page

European foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
3.1 Terms related to organization and leadership.....	2
3.2 Terms related to planning.....	3
3.3 Terms related to support and operation.....	4
3.4 Terms related to performance evaluation and improvement.....	5
4 Context of the organization	6
4.1 Understanding the organization and its context.....	6
4.2 Understanding the needs and expectations of interested parties.....	10
4.2.1 General.....	10
4.2.2 Determining relevant interested parties.....	10
4.2.3 Determining relevant needs and expectations of relevant interested parties.....	10
4.2.4 Determining compliance obligations.....	11
4.2.5 Use and application of the needs and expectations of interested parties.....	11
4.3 Determining the scope of the environmental management system.....	11
4.4 Environmental management system.....	12
4.4.1 General.....	12
4.4.2 Establishing, implementing, maintaining and continually improving an environmental management system.....	13
5 Leadership	14
5.1 Leadership and commitment.....	14
5.2 Environmental policy.....	15
5.3 Organizational roles, responsibilities and authorities.....	18
6 Planning	19
6.1 Actions to address risks and opportunities.....	19
6.1.1 General.....	19
6.1.2 Environmental aspects.....	23
6.1.3 Compliance obligations.....	27
6.1.4 Planning action.....	29
6.2 Environmental objectives and planning to achieve them.....	29
6.2.1 General.....	29
6.2.2 Establishing environmental objectives.....	30
6.2.3 Planning actions to achieve environmental objectives.....	30
6.2.4 Performance indicators.....	31
7 Support	32
7.1 Resources.....	32
7.2 Competence.....	32
7.3 Awareness.....	34
7.4 Communication.....	35
7.4.1 General.....	35
7.4.2 Internal communication.....	36
7.4.3 External communication.....	36
7.5 Documented information.....	37
7.5.1 General.....	37
7.5.2 Creating and updating.....	38
7.5.3 Control of documented information.....	38
8 Operation	39
8.1 Operational planning and control.....	39

8.1.1	General guidance: Operational control.....	39
8.1.2	Identifying needs for operational controls	40
8.1.3	Establishing operational controls.....	41
8.2	Emergency preparedness and response.....	41
9	Performance evaluation	42
9.1	Monitoring, measurement, analysis and evaluation.....	42
9.1.1	General.....	42
9.1.2	Evaluation of compliance	44
9.2	Internal audit.....	45
9.3	Management review.....	46
10	Improvement.....	47
10.1	General.....	47
10.2	Nonconformity and corrective action.....	47
10.3	Continual improvement.....	48
10.3.1	Opportunities for improvement.....	48
10.3.2	Implementation of continual improvement.....	49
Annex A (informative) Examples of activities, products and services and their associated environmental aspects and environmental impacts, risks and opportunities, and actions.....		50
Annex B (informative) Phased approach to implementing an environmental management system (based on ISO 14005).....		57
Annex ZA (informative) Relationship between this European Standard and the Essential Requirements of EU Directive 765/2008.....		58
Bibliography.....		59

European foreword

This document (EN ISO 14004:2016) has been prepared by Technical Committee ISO/TC 207 "Environmental management".

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 2016, and conflicting national standards shall be withdrawn at the latest by September 2016.

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

This document supersedes EN ISO 14004:2010.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association, and supports essential requirements of EU Directive(s).

For relationship with EU Directive(s), see informative Annex ZA, which is an integral part of this document.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Endorsement notice

The text of ISO 14004:2016 has been approved by CEN as EN ISO 14004:2016 without any modification.

Introduction

Achieving a balance between the environment, society and the economy is considered essential to meet the needs of the present without compromising the ability of future generations to meet their needs. Sustainable development is a goal achieved by balancing the three pillars of sustainability: the environment, society and the economy.

Organizations, whether public or private, large or small, in developed or in emerging economies, have an impact on the environment and can be affected by the environment in return. There is a growing understanding that human development and well-being are contingent on preserving and conserving our natural resources, upon which all human activity and productivity depend. Achieving sound environmental performance requires organizational commitment to a systematic approach and to continual improvement of an environmental management system.

Societal expectations are driving the need for improved management of the resources necessary to support human development, through greater efficiency, transparency and accountability for all organizations. There are growing pressures on the environment, from climate change, over-consumption of resources and the challenges created by degradation of ecosystems and the loss of biodiversity.

The aim of this International Standard is to provide organizations with guidance for a common framework, in order to establish, implement, maintain and continually improve a system to support better environmental management. This environmental management framework should contribute to the long-term success of the organization and to the overall goal of sustainable development. The framework of a robust, credible and reliable environmental management system is shown in [Figure 1](#). It includes:

- understanding the context in which the organization operates;
- determining and understanding the relevant needs and expectations of interested parties, as they relate to the environmental management system of the organization;
- establishing and implementing an environmental policy and environmental objectives;
- top management taking a leading role in improving environmental performance;
- identifying aspects of the organization's activities, products and services that can result in significant environmental impacts;
- identifying the environmental conditions, including events, that can affect the organization;
- considering the organization's risks and opportunities that need to be addressed in relation to its:
 - environmental aspects;
 - compliance obligations;
 - other issues (see [4.1](#)) and requirements (see [4.2](#));
- increasing awareness of the organization's interaction with the environment;
- establishing operational controls, as appropriate, to manage the organization's significant environmental aspects and compliance obligations, and risks and opportunities that need to be addressed;
- evaluating environmental performance and taking actions, as necessary, for its improvement.

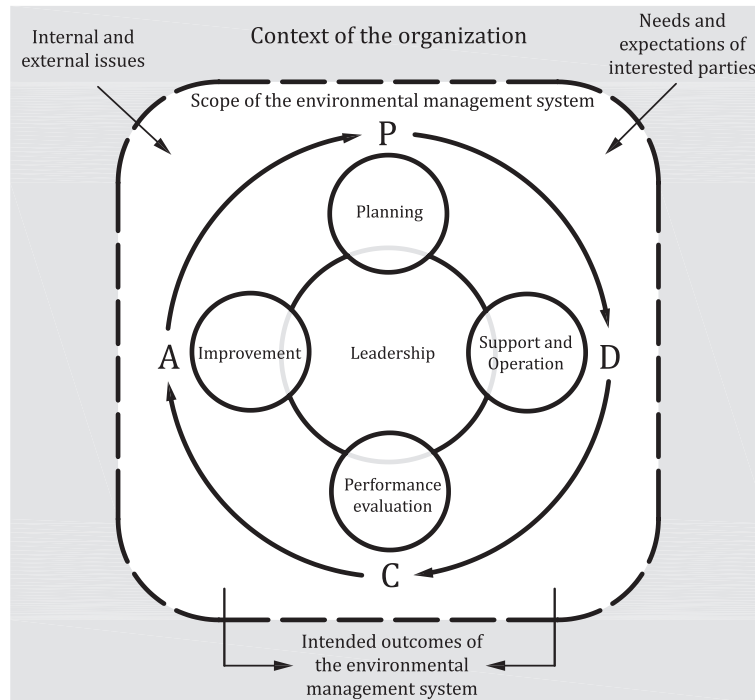


Figure 1 — Environmental management system model for this International Standard

The outcomes of a systematic approach to environmental management can provide top management with quantitative and qualitative data that enables informed business decisions that build long-term success and create options for contributing to sustainable development. The success of the environmental management system depends on commitment from all levels and functions of the organization, led by top management. The opportunities include:

- protecting the environment, including the prevention or reduction of adverse environmental impacts;
- controlling or influencing the way products and services are designed, manufactured, distributed, used and disposed;
- using a life cycle perspective to prevent environmental impacts from being unintentionally shifted elsewhere within the cycle;
- achieving financial and operational benefits that can result from implementing environmentally sound alternatives which strengthen the organization’s market position;
- communicating environmental information to relevant interested parties.

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

- assuring customers of the organization’s commitment to demonstrable environmental management;
- maintaining good public and community relations;
- satisfying investor criteria and improving access to capital;
- enhancing image and market share;
- improving cost control;
- preventing incidents that result in liability;