



Environmental Management System - Internal Audit Report

Scope of Audit: Arts University Bournemouth	
Audit Date: 21/08/2025	
Auditors: Alex Hobbins	
EcoCampus Requirements	Clause Audited
<i>Bronze Phase -Planning</i>	
1.1 Leadership & Commitment	<input checked="" type="checkbox"/>
1.2 Context of the Institution	<input checked="" type="checkbox"/>
<i>Silver Phase - Implementing</i>	
2.1 Compliance Obligations	<input checked="" type="checkbox"/>
2.2 Environmental Aspects	<input checked="" type="checkbox"/>
2.3 Planning Action	<input checked="" type="checkbox"/>
2.4 Environmental Objectives	<input checked="" type="checkbox"/>
2.5 Environmental Policy	<input checked="" type="checkbox"/>
<i>Gold Phase - Operating</i>	
3.1 Institutional Roles, Responsibilities & Authorities	<input checked="" type="checkbox"/>
3.2 Competence & Awareness	<input checked="" type="checkbox"/>
3.3 Communication	<input checked="" type="checkbox"/>
3.4 Documented Information	<input checked="" type="checkbox"/>
3.5 Operational Planning & Control	<input checked="" type="checkbox"/>
3.6 Emergency Preparedness & Response	<input checked="" type="checkbox"/>
<i>Platinum Phase – Checking & Correcting</i>	
4.1 Monitoring, Measuring, Analysis & Evaluation	<input checked="" type="checkbox"/>
4.2 Evaluation of Compliance	<input checked="" type="checkbox"/>
4.3 Non-Conformity & Corrective Action	<input checked="" type="checkbox"/>
4.4 Internal Audit	<input checked="" type="checkbox"/>
4.5 Management Review	<input checked="" type="checkbox"/>



Internal Audit Report Form - Executive Summary

Audit Outcome:

Major N/Cs: 0

Minor N/Cs: 1

Opportunities for improvement: 5

Comments of the assessment team:

An internal audit of the Arts University Bournemouth's (AUB) environmental management system (EMS) was conducted to determine the extent to which it conforms with the requirements of ISO14001:2015. The system continues to provide an effective level of control of environmental risk and meets the clause requirements.

Signature:

Title: EcoCampus Project Manager

Date: 22.08.25



Internal Audit Report Form – Audit Findings Summary

Ref No	Clause No	Details of non-conformances or OFIs raised
OFI 1	1.1	The role of Head of Estates and Campus Services has been discontinued, and a new Director of Estates, Facilities, and Campus Strategy position is being recruited and will oversee the EMS. The management structure in the 'Governance for Environmental Sustainability' document should be updated accordingly.
OFI 2	2.1	The F-Gas asset register should be made available for the forthcoming external audit to ensure refrigerant types and quantities can be cross-checked against maintenance records.
OFI 3	2.4	It is recommended that the Environmental Objectives, KPI's and action planner is removed from the EMS as it is essentially a summary version of the SNZ Programme which is reported against annually.
Min NC 1	3.2	It was also noted that the Sustainability Induction has been removed from the training matrix. The removal of the induction means the university does not currently fully comply with the requirements of clause 7.3 Awareness.
OFI 4	3.2	To address Min NC 1, the university should ensure staff receive an induction covering the EMS, policy, and key environmental aspects/risks.
OFI 5	3.3	It is recommended that the university uses its communication log to capture FOI/EIR requests, as well as sustainability-related communications issued to staff such as AUB staff bulletins.

Review of findings from previous EcoCampus audits:

Closure of Findings from EcoCampus Internal Audit on the 13/08/2024:		
Ref No	Clause No	Details of non-conformances or OFIs raised
OFI 1	2.1	The Compliance Obligations Register should be updated to include key legal requirements relating to persistent organic pollutants, biodiversity net gain and upcoming changes to waste and food waste segregation.
Evidence		The legal register was reviewed and has been updated accordingly – Closed
OFI 2	2.4	It was noted that the target set within the draft Sustainability and Net Zero Programme are slightly different to those listed within the Environmental Objectives, KPI's and action planner. The planner should be updated to align with the new SNZ programme.
Evidence		Targets are now aligned with the Sustainability and Net Zero Programme - Closed



Audit Trace Record Form

Clause No	Audit Findings and Comments	Type
<p>1.1 4.5</p>	<p>Leadership and commitment Management Review</p> <p><u>Document(s) audited:</u> AUB Strategy 2030 Governance for Environmental Sustainability Environmental Committee - Agenda and papers – 13/10/24 AUB Environment and Sustainability Annual Report 2023 – 24</p> <p><u>Comments:</u> A meeting was held with the Environment and Sustainability Manager (ESM) to review changes relevant to the EMS since the last internal audit. Key points discussed included:</p> <ul style="list-style-type: none"> - The university is undergoing a period of change with redundancies and a recruitment freeze. While funding for sustainability is limited, resources remain available for internal and external audits. - No capital developments are currently underway. - Staff changes across various departments have affected roles and responsibilities. - The ESM is in the process of developing a heat decarbonisation plan which has assessed all buildings applicability for ASHPs. <p>The governance structure is documented within the ‘Governance for Environmental Sustainability’ document as follows:</p> <pre> graph TD A[Board of Governors] --> B[Vice-Chancellor and CEO] B --> C[Vice-Chancellor's Executive Group] C --> D[University Secretary (Chair)] C --> E[Head of Estates and Campus Services] E --> F[Environment and Sustainability Manager] F --> G[Environment Committee] F --> H[Staff Sustainability Ambassadors] I[External SCAG - Waste Management] --- J[EAUC - Environment Management] </pre> <p>The role of Head of Estates and Campus Services has been discontinued, and a new Director of Estates, Facilities, and Campus Strategy position is being recruited and will oversee the EMS. The management structure in the ‘Governance for Environmental Sustainability’ document should be updated accordingly.</p>	<p>OFI I</p>

The Environment Committee remains as the forum for the management review. The most recent review took place on 13/10/2024. The agenda confirmed that the Environmental Management System: Annual Report 2023–2024 was included as a discussion item.

The report was discussed with the ESM and addressed the following areas:

- Progress towards objectives, with RAG ratings against actions (covering carbon, electricity and gas, waste, water and wastewater, transport, and biodiversity).
- Student and staff engagement.
- Environmental performance, including findings from internal and external audits.
- Updates to the stakeholders log (2024/25).
- Process for reviewing compliance obligations, interested parties, aspects, and risks and opportunities – noting that this now requires fewer Environment Committee members to complete annually.
- Communications and complaints.
- Adequacy of resources, including funds for audits and other projects.
- Opportunities for improvement.

The report provided the Committee with a performance update and was deemed to meet the requirements of the management review clause.

Strategy and reporting

AUB Strategy 2030 remains unchanged and includes several references to environmental responsibility and challenges. A key statement is:

“Underpinning our Strategy is a core commitment to diversity and inclusivity, and an environmentally sustainable future.” The strategy also references the university’s achievement of EcoCampus Platinum.

The Sustainability and Net Zero Programme defines the university’s commitments to achieve net zero emissions by 2030. The document provides details of scopes 1, 2 & 3 emissions and a trajectory and projects to achieve net zero.

The evidence provided confirms continuing commitment for the EMS.

Process / audit area satisfactory

1.2

Context of the institution

Document(s) audited:

PESTLE analysis
Log of interested parties
EMS Index

Comments:

The PESTLE analysis remains largely unchanged, continuing to set out the issues, risks, opportunities, and actions relevant to the university’s context. In August 2025, it was reviewed by the Head of Digital Services, a member of the Environment Committee.

The analysis highlights a range of current issues, including global conflicts and trade agreements. Climate change is considered across the Economic, Social, and Environmental area, with actions such as estates master planning, environmental reporting, and the Sustainability and Net Zero programme identified to address these challenges.

At the same time, the log of interested parties was reviewed by the Estates and Campus Services Operations Manager and the Senior Estates and Campus Services Officer. The log includes a stakeholder matrix, with interested parties assessed according to the level of management required:

- Keep satisfied
- Monitor
- Manage closely
- Keep informed.

The current 2025/26 log shows interested parties as follows:

2025/26	
Keep Satisfied	
Suez	Waste
Chartwells	Catering
Bournemouth University	Neighbour
Architects	Architects
Central Government	Central Government
Water utility companies	Water utility companies
Energy utility companies	Energy utility companies
Fairtrade	Ethical framework
Manage Closely	
Students	Students
Staff	Staff
Board of Governors	Board of Governors
BCP	Local Authority
Mazaars	Auditors
Prospective students	Prospective students
AUBSU	AUBSU
Environment Agency	Environment Agency
DEFRA	DEFRA
Derwent FM	FM contractor
Monitor	
Local businesses & residents	Local businesses & residents
Contractors	Builders
Contractors	Maintenance
Morebus	Bus transport
Suppliers	Suppliers
Visitors	Visitors
Medical/volunteer	Student Services
Accommodation owners	Accommodation owners
Police	Police
Institution societies	Societies
Ofs	Ofs
HESA	HESA
UK Research Councils	UK Research Councils
Higher education associations	Higher education associations
People & Planet	People & Planet
Talbot Village Trust	Landlord (section of AUB estate)
Keep Informed	

The documented evidence continues to meet the requirements of the clause by determining the context and identifying the needs and expectations of interested parties.

Process / audit area satisfactory

2.1

Compliance Obligations

Document(s) audited:

- Compliance Obligations Register
- F-Gas maintenance records
- Waste transfer and consignment notes

Comments:

The Compliance Obligations Register was last reviewed in August 2025. Its format remains unchanged, covering legislation under the following categories:

- Air and climate change
- Construction and buildings
- Water
- Nuisance

- Hazardous substances
- Conservation and biodiversity
- Waste
- Future legislation and other requirements

Applicable aspects are cross-referenced using reference numbers (e.g. A23 - Generation of mixed municipal waste).

The register has been updated to include the Separation of Waste Regulations and the Persistent Organic Pollutants Regulations, as recommended in the previous audit. The register appears to be fully up to date.

Evidence of compliance was provided for the waste, energy and F-gas regulations:

Waste

Waste transfer notes were provided for various waste streams:

Annual WTN for general waste and mixed recycling collected by Suez:

- Date 01/01/25 to 31/12/25
- SIC code 85.42/1
- EWC codes 090101* developer, 090104* fixer and I60506* lab consumables
- WCL CBDU93554
- Signed by both parties

Consignment notes for hazardous waste collected by J&G Environmental:

- date 07/05/25
- Cons no. ARTSUN/00022
- SIC code 85.42/1
- WCL – CBDU84786
- Hazardous waste returns provided quarterly.

Additional consignment notes were provided for hazardous waste collections by:

- BKP – fluorescent tubes and waste stored in IBCs –
- BKP – WEEE waste – 05/03/25
- Suez – empty paint tins – 07/11/24.

All waste documentation viewed included the correct information.

DEC's

DECs were viewed for:

- Library – rating B – valid until 29/09/25
- North Building – rating C – valid until 29/09/25
- University House – rating D – valid until 29/09/25
- West Building – rating C – valid until 29/09/24.

TM44 assessments

An air-conditioning assessments certificate for the campus is valid until 5th Sept 2028. Certificate number- 7998-5372-1872-0785-3296.

F-Gas

Air-conditioning maintenance is carried out by Fourth (Refcom certificate no. REF1009447). It was noted that CBRE has replaced Derwent FM as the university's facilities management provider, and will be responsible for F-Gas compliance.

	<p>Maintenance records were provided for several air-conditioning units, confirming that leak tests have been completed. These include planned maintenance reports for the Main Campus covering April to July 2025.</p> <p>The reports detail the units serviced and the associated leak testing undertaken. However, the asset register was not provided to verify the type and quantity of refrigerant in each unit.</p> <p>The F-Gas asset register should be made available for the forthcoming external audit to ensure refrigerant types and quantities can be cross-checked against maintenance records.</p> <p>The evidence provided confirmed compliance with waste, energy performance of buildings and F-gas regulations.</p> <p>Process / audit area satisfactory</p>	OFI 2
<p>2.2 2.3</p>	<p>Environmental Aspects Planning action</p> <p><u>Document(s) audited:</u> Environmental Aspects Register</p> <p><u>Comments:</u> The methodology for identifying and assessing aspects is documented within the 'Environmental Management System – Documented Information Index'. The method remains the same and the aspect register was last reviewed in Aug 2025 by the ESM, the Head of Estates and Campus Services and the Operations Manager for Estates and Campus Services. The aspects remain the same since the last audit and are categorised into the following aspect areas:</p> <ul style="list-style-type: none"> - Emissions to air - Transport - Use and storage of chemicals and oils - Energy use - Water use - Construction - Waste - Campus grounds - Purchasing. <p>The scoring of aspects has not changed, and significant aspects relate to:</p> <ul style="list-style-type: none"> - Emissions from boilers - Spills and leaks - Use of electricity - Use of gas - Use of refrigerants - Use of water - Construction, refurbishment and demolition - Production and storage of waste - Purchase of equipment, chemicals, goods and services. <p>The life cycle analysis remains unchanged, and risks, opportunities and actions associated with aspects have been determined and have not changed since the last audit. Actions include:</p> <ul style="list-style-type: none"> - Objectives and targets - Operational controls. 	

Although the aspects register is largely the same, the aspects are applicable to the university's activities.

Process / audit area satisfactory

**2.4
4.1**

**Environmental Objectives
Monitoring, Measuring, Analysis and Evaluation**

Document(s) audited:

Environmental Objectives, KPI's and action planner
Environment and Sustainability: Annual Report 2023/24
AUB Sustainability and Net Zero Programme

Comments:

Objectives and targets are listed within the Environmental Objectives, KPI's and action planner against 7 Focus Areas:

- Energy and emissions
- Water
- Sustainable Resource Management
- Travel
- Sustainable Campus
- Biodiversity
- Social Justice.

Objectives are also documented within the AUB Sustainability and Net Zero Programme and reported against annually – last completed Environment and Sustainability: Annual Report 2023/24.

It is recommended that the Environmental Objectives, KPI's and action planner is removed from the EMS as it is essentially a summary version of the SNZ Programme which is reported against annually.

The AUB Sustainability and Net Zero Programme was approved by the Vice Chancellor and Chief Executive Officer in September 2024. The ESM outlined that the document:

- Presents baselines for 2005/06 and 2018/19.
- Sets out the carbon reduction trajectory, supported by graphs.
- Sets science based targets for emissions.
- Separates supply chain emissions, which are subject to a separate science-based target.
- Reports electricity consumption on a location-based basis, while noting that it is REGO-backed.

Objectives and targets have been set as follows:

Emission Source	Target	Project	Date	Baseline tCO ₂ e	Approx. tCO ₂ e Saving
Gas	0% emissions	Install Heat pumps	2030	502.488	502.488
Vehicle fleet	0% (onboard) emissions	Electric vehicles	2030	12.923	12.923
Refrigerant Leaks	Maintenance	Maintenance	2030	N/A	N/A

OFI 3

Volatile Organic Compounds	TBC	TBC	2030	TBC	TBC
Electric	0% emissions	Maintain renewable energy through REGO or PPA	2030	641.601	641.601 (*)
Water	10% reduction (m3)	Behaviour change, waterless toilets	2030	7.356	1.066
Operational waste	25% decrease (tonnes weight)	Investigate waste streams and reduction opportunities through behaviour change and procurement	2030	5.597	1.079
Wastewater	10% reduction in water (m3)	Behaviour change, waterless toilets	2030	15.084	1.508
Staff Commuting	Reduce 100%	Travel portal and offset	2025	573.054	573.054
Student Commuting	Reduce 40%	Behaviour changes and travel incentives	2025	472.631	189.052
Student Commute from Home	Reduce 25%	Behaviour changes and travel incentives	2030	1,163.998	291.000
Business Travel	Reduce 75%	Behaviour changes and travel incentives	2030	286.641	214.981
Capital Projects	Zero emissions	Offset	2024	N/A	N/A
T&D	Electricity projects	Electricity projects	2030	55.809	11.195
Homeworking	TBC	TBC	2030	94.742	TBC
				Market Reporting	
Baseline Total (minus Supply Chain) tCO₂e				3,737.182	
Savings (minus Supply Chain) tCO₂e				2,439.947	
2030 Total tCO₂e				1,297.235	
Difference to Science-Based-Target tCO₂e				-556.407	

Additional targets have been set for:

Waste:

- Recycling rate 65% (adjust for accommodation waste)
- Zero one-use coffee cups on campus

Travel:

- Zero emissions of AUB bus fleet

Food:

- Improve healthy options and lower associated emissions year on year

Buildings:

- Refurbishments to existing buildings to raise energy, heat, and water efficiency
- All new builds to be at least one of net-zero, BREEAM, or WELL standard.

Biodiversity, pollinators and hedgehogs:

- Demonstrate year on year net-biodiversity gain
- Set a percentage target to increase pollinator friendly ecology and habitats to mitigate against the ecological crisis
- Obtain hedgehog friendly campus status.

The Environment and Sustainability: Annual Report 2023/24 provides progress updates across the university's key focus areas, discussed with the ESG as follows:

Net Zero

- A 42% market-based reduction and a 28% location-based reduction in emissions has been achieved against the 2018/19 baseline.
- Emissions in 2023/24 increased by 100 TCO₂e compared with the previous year, primarily due to international student commuting.
- A Heat Decarbonisation Plan is being developed, assessing all buildings for ASHP installation and identifying refurbishment requirements.

Water and Energy

- Gas consumption reduced year-on-year to 2023/24, with further reductions expected in 2024/25 following ASHP completion.
- PV installations in 2021/22 have increased on-site generation.
- Water consumption rose in 2023/24.

Sustainable Resource Management (Waste)

- A 29% reduction in waste has been achieved since the 2018/19 baseline.
- The recycling rate has fallen slightly to 56%.

Travel

- Emissions from staff and student commuting increased in 2023/24, with student commuting contributing significantly.
- The travel portal is now fully operational, with staff travel emissions offset.
- Fleet vehicle emissions have decreased against the baseline.
- Business travel remains lower than pre-Covid levels but rose slightly compared with the previous year.

The evidence reviewed confirms that clear targets have been established and progress is monitored and reported annually.

Net Zero Projects

The ESG also outlined ongoing initiatives, including:

- A PPA under discussion with Dorset Community Energy.
- Drafting of the Heat Decarbonisation Plan (Sept 2025), which:
 - o Sets out context, scope, and an overview covering all buildings and vehicles.
 - o Includes energy analysis of electricity, gas, and thermal intensity (noting data limitations).
 - o Review existing systems in place.
 - o Identify opportunities for each building.

Current priorities include ASHP installation and identifying refurbishment works to improve thermal efficiency. An example of a building assessment output was provided as evidence.

Building: Elliott 3a

- **Volume:** 6,021.216 m³
- **Insulation:** Moderate | **Windows:** Double Glazed
- **Heating Load:** 421.49 kW
- **Occupancy Estimate:** 30 persons
- **Hot Water Demand:** 2.90 kW
- **Total ASHP Capacity Required:** 424.39 kW

Process / audit area satisfactory

2.5	<p>Environmental Policy</p> <p><u>Document(s) audited:</u> AUB Environment Policy: Feb 2023</p> <p><u>Comments:</u> The university's Environmental Policy was approved by the Environment Committee in Feb 2023 and signed by the VC and CEO. The Policy is reviewed annually by the ESM and if there any changes these are reported to the Environment Committee - no changes were made this year. The Policy continues to meet the requirements of the ISO14001 standard in that it includes commitments to:</p> <ul style="list-style-type: none"> - the protection of the environment, including prevention of pollution - fulfil its compliance obligations - continual improvement of the environmental management system to enhance environmental performance. <p>The policy, which is valid until Feb 2028, reflects the university's net zero emissions target and is communicated through the university's website.</p> <p>Process / audit area satisfactory</p>	
3.1 3.2	<p>Institutional Roles, Responsibilities and Authorities Competence and Awareness</p> <p><u>Document(s) audited:</u> Institutional Roles, Responsibilities and Authorities Roles, Responsibilities & Training Register</p> <p><u>Comments:</u> The procedure 'Institutional Roles, Responsibilities and Authorities' was last reviewed by the ESM on 11/08/2025. The 'Roles, responsibilities, and training' spreadsheet was also updated in August 2025 to reflect the new role of Director of Estates, Facilities and Campus Strategy, which is currently vacant. It was also noted that CBRE has been appointed as the new FM contractor, the Chief Finance and Operations Officer role has been expanded, and a new VC and CEO is in post. Updates are required to ensure the register remains fully accurate.</p> <p>All other roles and training requirements relevant to the EMS have been identified.</p> <p>The training plan records that a mock spill and clean-up exercise was carried out in November 2024 for the Technician Demonstrators and the Campus Services Assistant.</p> <p>It was also noted that the Sustainability Induction has been removed from the training matrix. The removal of the induction means the university does not currently fully comply with the requirements of clause 7.3 Awareness.</p> <p>To address Min NC I, the university should ensure staff receive an induction covering the EMS, policy, and key environmental aspects/risks.</p> <p>The last sustainability induction was delivered by the ESM in December 2024. Due to the ongoing recruitment freeze, only a minimal number of new staff have required the training since then.</p>	<p>Min NC I</p> <p>OFI 4</p>

	<p>Process / audit area satisfactory</p>	
<p>3.3</p>	<p>Communication</p> <p><u>Document(s) audited:</u> Internal and External Communications Environmental Committee - Agenda and papers – 13/10/24 Environment and Sustainability: Annual Report 2023/24 External Environmental Sustainability Communications Log</p> <p><u>Comments:</u> The Communications procedure was last updated by the ESM on 11/08/2025.</p> <p>The university maintains a communications log however, the last documented entry dates back to June 2023. Two FOI requests were received during the last academic year, including an example request for greenhouse gas information in May 2025.</p> <p>Additional evidence of communications provided included:</p> <ul style="list-style-type: none"> - All-staff email via the AUB Monthly Staff Bulletin (Feb 2025), highlighting that AUB achieved a First in the People & Planet University League. - AUB Bulletin (April 2025) – completion of Air Source Heat Pumps. - AUB Bulletin – promotion of the coffee cup takeback scheme. - Minutes from the Environment Committee – evidence of communication with staff and senior management. <p>It is recommended that the university uses its communication log to capture FOI/EIR requests, as well as sustainability-related communications issued to staff such as AUB staff bulletins.</p> <p>Process / audit area satisfactory</p>	<p>OFI 5</p>
<p>3.4</p>	<p>Documented Information</p> <p><u>Document(s) audited:</u> 3.4.1 Documented information EMS folder structure</p> <p><u>Comments:</u> Procedure ‘Documented Information’ states that the ESM is responsible for maintaining all documented information which is stored electronically. The online system enables version control, and each procedure has a table showing the author, approver, review date and a version control table:</p> <p>It was noted that version control tables have now been applied to relevant registers including PESTLE & Interested parties log, Aspects register, Compliance obligations register and Roles, responsibilities & training spreadsheet. For example, the version control tab of the aspects register confirms annual reviews:</p>	

Version Control			
Date:	Version:	Author:	Authorised by:
01/08/2023	v1	JJ	TM
01/08/2024	v2	JJ	TM
01/08/2025	v3	JJ	MP

Process / audit area satisfactory

3.5 Operational Planning and Control
3.6 Emergency Preparedness and Response

Document(s) audited:

Operational control procedures
AUB Chemical Spill Response Guide

Comments:

All operational control procedures were reviewed on the 08/08/25 by the ESM. As the audit was conducted remotely, the ESM provided evidence of waste management, DEC's and TM44 reports and f-gas records – see section 2.1 of this report.

Waste and hazardous waste management

Procedure 3.5.2 Waste Management and 3.5.3 Hazardous waste management explain how non-hazardous and hazardous waste streams are controlled. The waste inventories list all the contractors' licences including waste carriers and environmental permits. The licences were checked against various waste transfer and consignment notes, and the inventory has been updated with current expiry dates for contractor licences.

Discharges to water

Procedure 3.5.4 discharges to water states that the university does not hold and trade effluent discharge consents or environmental permits for water. It was suggested that the procedure is no longer required so the ESM could consider removing it.

Emissions to air

Procedure 3.5.5 Emissions to air explains how air-conditioning/refrigeration equipment, boilers and fume cupboards are managed. F-Gas records were assessed during the audit – see section 2.1 of this report. The procedure currently refers to Derwent FM; however, responsibility transfers to CBRE in September 2025.

Energy management

Procedure 3.5.6 Energy management explains how:

- the BMS is managed
- DEC's and TM44s are completed
- Energy is monitored and reported
- Carbon management and energy efficiency opportunities are identified.

Construction and refurbishment

Procedure 3.5.7 Construction and refurbishment was not assessed as there are no current construction or refurbishment projects underway.

Contractor control

Procedure 3.5.8 Contractor Control explains that contractors must complete an environmental induction as part of the site HSE induction. This provides information on:

- Environmental hazardous relevant to activities conducted on site.
- The use and storage of chemicals on site.
- Waste disposal processes.
- What to do in an emergency e.g. spill or leak.
- The incident reporting process.
- The institution's emergency contacts.

Spill response

AUB Chemical Spill Response Guide explains how a spillage should be addressed:

- Obtain PPE
- Make area safe,
- Use spill kit to prevent spread
- Clean up the spilt material using spill kit
- Dispose of in bags provided and put into hazardous waste store.
- Report incident.

A chemical spill risk assessment was conducted in July 2022 and reviewed in Aug 2025. Although the risk of spills is very low, spill training is completed every 2 years. Spill training was complete in November 2024 and there have been no spills recorded to date.

The operational controls remain applicable to the university's activities.

Process / audit area satisfactory

4.3
4.4

**Nonconformity and Corrective Action
Internal audit**

Document(s) audited:

4.3 Nonconformity and Corrective Action
ISO14001:2015 Audit Schedule

Comments:

Procedure 4.3.1 Nonconformity & corrective action describes the process for identifying, assessing and taking action to address non-conformances. The 'Non-conformance log' lists all the non-conformances and corrective actions raised during internal and external audits. The log includes columns for 'root cause' and 'corrective action'. OFI's and NC's raised during the last internal and external audits in 2024 were documented including details of the root cause, corrective action, check effectiveness and date closed.

All but one of the NC's and OFIs raised in 2024 audits have been closed out:

No	Date	Initiated By	Person Responsible	Description	Root Cause	Corrective Action	Check Effectiveness	Date Closed
81	08/24	Alex Hobbins	James Jackson	pollutants is added to the legal register as this applies to items of furniture waste containing POPs	New legislation	Have updated register	Documents	08/24
82	08/24	Alex Hobbins	James Jackson	It is recommended that version control tables are applied to relevant registers including PESTLE & interested parties log, Aspects register, Compliance obligations register and Roles, responsibilities & training spreadsheet. The organo-gram detailed on page 5 of document "governance environmental sustainability" contains a minor inaccuracy. The diagram depicts the head of estates & campus services as a member of the Vice Chancellors Exec (VCE) Group. A more accurate description is that the head of estates & campus services reports to the exec director of operations & planning who sits on the VCE group.	Natural evolution of the documentation	All relevant version controls added	Documents	08/24
83	09/24	Khaled Belgasmi	James Jackson	The evaluation of compliance is currently completed in an informal manner. There are records of checks completed in audits, but the compliance obligations register has not been updated to reflect these, specifically the last two columns which record the date and what evidence has been reviewed.	Updated governance structure	Have removed in total for now as the university restructures different levels of management. Will reinsert once this procedure is complete.	Documents	Ongoing
84	09/24	Khaled Belgasmi	James Jackson	required inputs for the annual management review meeting is missing 2 required elements as per clause 9.3 - Adequacy of resources - Opportunities for continual improvement The most recent management review report was reviewed and these elements were covered, they are just missing from the procedure.	Human error - didn't see last column so reviewed annually but did not record date	Update each year now	Documents	09/24
85	09/24	Khaled Belgasmi	James Jackson					

Evidence to confirm the corrective actions have been implemented was provided and deemed effective.

The processes for closing out NC's and OFI's appears effective.

Process / audit area satisfactory