



EEA environmental management handbook

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Glossary and abbreviations

The terms listed below are defined specifically for the purposes of this manual. They may be defined differently in other documentation.

AMP	The annual management plan is the annual work programme of the EEA as required by article 8 (5) of the founding regulation. It implements the multiannual work programme (EEA Strategy).
EDO	Executive Director's office at the EEA.
<u>EMAS</u>	<u>EU eco-management and audit scheme.</u>
EMS	Environmental management system as set out in this handbook.
Lead project manager	For each MPS project a lead project manager is assigned.
Management	The top management is required to check periodically the consistency of the organisational approach and its capability review to meet the goals stated in the policy and the programme.
MPS	The management plan system (MPS) supports the development and implementation of the annual management plan, setting out objectives and performance indicators for all levels (programme, project group and projects) and helping to keep track of progress and the deployed resources in terms of both time and funds.
Programme	'Programme' has a dual meaning in this context: 1) European Environment Agency is divided into departments, referred to as programmes; 2) an environmental management programme is prepared every year describing which activities the Agency plans to implement to improve its environmental performance.
Project	'Project' has also a dual meaning in this context: 1) A project is an activity recorded on the third level in the MPS hierarchy and has a three-digit identification number. 2) Other activities can be called projects, e.g. the environmental improvement projects that form the yearly environmental management programmes (see above).
SMT	Senior Management Team

1. Management

1.1. Management system

The scope of the environmental management system of the EEA is all activities that affect the environment. The environmental management system will become a part of the quality management system that the EEA is gradually building up.

All EEA staff and in-house consultants are expected to comply with the environmental management system. The environmental coordinator is responsible for monitoring and updating the system.

The system comprises five main parts:

1. Management
2. Environment
3. Communications and human resource management
4. Building operation
5. Common environmental activities

The responsibilities within the EMS are mapped onto the EEA's organisational chart (see 1.1.1). The EMS responsibilities are also listed in staff members' job descriptions and career development sheets.

All the documentation related to the EEA's environmental management system is available on the intranet under 'EMAS'. The individual EMS files are created and revised by staff members listed in the list of the key actors (see 1.5.1).

Every year in December the environmental coordinator asks the procedure owners to revise the procedures and related documentation, if necessary. The proposed revisions are reviewed by the Senior Management Team (SMT) and approved by the Executive Director in connection with the annual management review in January/February. The environmental coordinator is responsible for uploading the approved files to the intranet and removing any obsolete files from the system.

1.2. Environmental policy

The European Environment Agency adopted its first environmental policy in May 2004. It will be reviewed annually by the senior management team based on a proposal from the environmental coordinator, supported by those responsible for the different EMS elements.

The current policy is based on the requirements of the EMAS regulation as well as findings in the initial environmental review, where the following criteria were used to assess the significance of environmental impacts:

- legal compliance
- operational costs
- magnitude of EEA's absolute consumption figures (procurement, recycling, travel and accommodation)
- EEA performance against a chosen benchmark (electricity consumption, paper consumption)
- potential for performance improvement (travel and accommodation, procurement, electricity consumption, recycling)

The policy states:

The European Environment Agency (EEA) is an agency of the European Union mandated to help achieve significant and measurable improvement in Europe's environment and to support sustainable development. In that role we recognise that we have a special responsibility to act as a role model when it comes to managing our own environmental performance.

Like all organisations we consume natural resources and pollute the environment through our daily operations. In order to minimise our environmental impacts and continually improve our performance, we have in place an environmental management system, which complies with the Eco-Management and Audit Scheme (EMAS).

Our vision is to be a climate friendly and resource efficient organisation and in that context we are committed to:

- continuously improving our energy and material efficiency
- maintaining staff's awareness and understanding of environmental issues at a high level and encouraging the sharing of ideas for environmental improvement
- making use of own experience and accumulated knowledge in managing environmental performance to influence and inspire sister organisations (other EU bodies and institutions)
- complying with all environmentally relevant legislation and regulations of our host country

This environment policy covers Agency's operations and staff, also when on missions and travelling to and from work. The policy applies also to all other persons working at the Agency's premises.

The list of the key actors in EMS can be found in 1.5.1.

1.3. Environmental targets and the management programme

EEA adopts yearly an environmental management programme, with targets and action plans. For the sake of simplicity we only use targets and not objectives. Objectives are more suited for larger organisations operating with several targets in each functional area. The current programme as well as the previous year's programme (targets versus performance) are available as annexes (1.3.1. and 1.3.2) to this handbook.

1.4. Environmental statement

The environmental statement is published yearly in the spring. It conforms to the EMAS requirements and contains information on EEA's environmental performance in the past year. The latest statement is saved in the EMAS handbook on the intranet under 1.4.1 Environmental statement.

1.5. Organisation and environmental responsibilities

The **Executive Director** is responsible for deciding on the environmental policy, the system documentation, the environmental management programme and the environmental organisation and responsibilities as well as appointing the environmental coordinator and environmental auditors.

The **senior management team** (SMT) has the overall responsibility for ensuring that the environmental management system runs smoothly at the Agency and serves the requirements of the Agency's interested parties. The SMT functions as the steering committee of the EEA's environmental management system. Specifically the responsibility of the SMT is to carry through the annual management review of the environmental management system and to advise on possible changes.

Line managers are responsible for ensuring that the staff in their programmes/groups knows, understands and complies with the environmental management system of the Agency. Furthermore, they have to inform their group members of new EMS initiatives and procedures, identify their environmental training needs and describe their tasks and duties in the staff directory.

Improvement project leaders are appointed normally for one year at a time when a new annual environmental management programme is approved (see also 1.3). They are responsible for leading improvement project groups in creating an action

plan for improvement targets in specific areas and following it up, and in proposing new targets for the following year.

SMT guardians of the improvement project groups are responsible for providing strategic guidance to the improvement project leaders and reporting to the rest of the SMT on progress and possible problems between the annual EMAS meetings of the SMT.

The **environmental coordinator** is appointed as the management representative to carry out the daily management of the EMS.

The **environmental auditors** are appointed to conduct the yearly environmental audits.

All staff members are required to:

- follow the environmental management system, including the rules that are in force for one's own working area
- identify and report internal environmental problems (non-conformance) to the environmental coordinator
- take part in continuous improvement of the environment in everyday work and, if possible, reduce the impacts on the environment
- follow the procedure for external environmental enquiries.

The list of the key actors in EMS can be found in Annex 1.5.1.

1.6 Meetings of the senior management team on environmental management

Objective

To organise the work of the senior management team (SMT) in order to ensure the EMS' continuing suitability, adequacy and effectiveness and to prioritise environmental impacts and to approve the environmental management programme.

Responsibilities

The assistant of the Executive Director organises the meetings and sends out invitations and meeting material.

The environmental coordinator prepares decision proposals and other necessary material on EMS for the SMT meetings.

The SMT discusses the decision proposals.

The Executive Director takes the decisions.

Procedure

The SMT has the EEA's environmental management system on its agenda at least once a year, with additional meetings taking place according to need and following the schedule below. [Minutes of the meetings](#) are available in the meeting folder linked to this procedure. The decisions taken at the meetings are communicated to the staff on the EMAS intranet site.

According to the EMAS regulation the term "management review" refers to the activities of the top management to ensure the continuing suitability, adequacy and effectiveness of the environmental management system. In this procedure the management review is covered by 1 and 4-8 in the below agenda.

Agenda issue	Meeting material to be prepared	Jan./ Feb.	Tentatively Nov./Dec.
1. Follow-up on targets	Status of EEA's environmental programme	●	●
2. Environmental review, ranking	Briefing on the yearly environmental review + a prioritising matrix to be completed and reviewed by the SMT	●	
3. Approve management prog.	Proposal for a new environmental programme	●	
4. Results of audits	Summary of internal and external audits (if any)	●	●
5. Status of corrective and preventive action and improvements	Extract of the deviation and improvement register	●	●
6. External interested parties' concerns	Summary of external communications	●	●
7. Changes in EMS organisation	Possible changes to the organisation since last meeting	●	●
8. Possible improvements of EMS and policy	Possible proposals to change the policy/EMS	●	

Note to 8: This point sums up the discussion:

- Assessing the performance of the environmental management system
- Following up on decisions from previous SMT meetings
- Taking into account changing circumstances

to decide upon possible improvements.

1.7. Internal environmental audit

Objective

The objective of internal EMS audits is to assess whether the Agency's activities and results are in compliance with the organisation's policy and objectives and any instruction, which form part of the EMS, as well as the requirements of EMAS. Internal audits will be performed annually. The EMS internal audit team will

- determine whether or not the EMS suits its purpose and if it is properly implemented;
- verify the data – the performance indicators targeted in the environmental management program and other data published in the environmental statement.

Responsibilities

The Executive Director is responsible for the selection of environmental auditors.

The environmental coordinator is responsible for preparing an annual audit plan.

The owner of the procedure is responsible for maintenance of the audit procedure.

At every audit one of the auditors shall assume the role of the responsible (lead) auditor.

Procedure

The Executive Director appoints an audit team, who should have, or be given appropriate training.

The auditors must be trained in one of the following ways:

- in an IRCA- or IEMA related¹ course as internal environmental auditor or higher;
- by on-the-job training participating in at least 10 audits at the EEA.

¹ International Register of Certificated Auditors, Institute of Environmental Management & Assessment

The training records shall be updated in the personal files according to the training and competence procedure (see 3.2).

Members of the audit team (see 1.5.1 Key actors) may not audit their own function. The environmental coordinator prepares an audit plan to be agreed with the Executive Director.

This audit plan will be based on the importance of the activities in terms of environmental impact and the results from previous audits.

The environmental auditors in cooperation with the environmental coordinator will define the scope for each audit in such a way that the entire activities of the EEA are audited at least once a year including all procedures relevant for these activities.

Audit findings shall be appropriately recorded and documented on the intranet. The audit reports of individual staff members are presented to their line managers and must be signed by them and the lead auditor. The reports must be archived for five years. The lead auditor or environmental coordinator produces executive audit summaries for the meetings of the SMT.

2. Environment

2.1. Activities of the environmental coordinator

Objective

The environmental coordinator's objective is to champion the implementation of EEA's environment policy.

Responsibilities

The Executive Director has the responsibility to appoint the environmental coordinator.

The line manager of the environmental coordinator has the responsibility to ensure that the environmental coordinator has adequate resources for that function.

The environmental coordinator is responsible for maintaining an environmental management system that complies with EMAS requirements.

Procedure

The environmental coordinator organises the annual environmental review and prepares material for discussions with the SMT (see 1.6. and ranking of significant environment aspects in 2.1.2.). He calls for proposals for improvement projects for

the environmental management programme. He will convene staff meetings to discuss aspects of the EEA's environmental management. He assists the EDO in the process of developing targets and management programme based on the Executive Director's priorities.

The environmental coordinator prepares together with the environmental auditors an audit plan including defining the scope and objectives for each audit (see also 1.7.). He maintains and develops further the environmental management system as necessary to address issues raised by non-conformance, management reviews or staff proposals; updates the environmental organisation and responsibilities and plans the EMAS environmental statement. Finally he introduces new EEA employees to the environmental management system of the EEA (see also 3.2.) The participation in training is registered in the training database, which is maintained by the EEA training coordinator.

2.2. Legal and other requirements

Objective

To keep an updated list of legal and other requirements to which the EEA is bound or subscribes (EC law, and where appropriate, Danish law) and ensure that the relevant legal documents are available at the EEA. Any non-conformity relating to EMAS will lead to corrective actions.

Responsibilities

The legal adviser is in charge of keeping an updated version of the list of legal requirements related to EMAS. Each EEA project manager is in charge of reporting on the actual or potential impact of contracts as regards compliance with environmental rules.

Procedure

The legal adviser keeps a collection of legal documents related to the EMAS process in a file accessible for all staff, in-house consultants and contractors (see 2.2.1). The legal situation at the time of the EMAS initial environmental assessment constitutes the first version of this file. The documentation on new EMAS related requirements under EC law will be updated. Compliance with national regulations will be checked with those responsible for relevant functions at the EEA. Any non-conformity will lead to corrective action. On a half-yearly basis, the legal adviser will check a number of Danish law databases, if the Danish government and/or the local authorities have adopted new regulations (see checklist 2.2.2) for new EMAS related regulations adopted by the Danish government and/or the local authorities, the detection of which will be reported to the environmental coordinator.

3. Communication and HRM

3.1. EMAS communication

The EMAS environmental statement and other internal and external communication

Objectives

To prepare a yearly environmental statement for external publication as part of the EEA's annual environment report; to provide EMAS related information on the EEA's internal and external EMAS web sites as well as through other channels.

To ensure regular and effective information and communication about the Agency's environmental performance and other EMAS-related issues among the largest possible number of EEA staff and in-house consultants.

To ensure proactive information is available to the stakeholders and the public.

Responsibilities

The environmental coordinator has overall responsibility for the environmental statement. The Executive Director may transfer preparation of the statement to other EEA staff with relevant responsibilities or experience.

The environmental coordinator keeps the line management informed about new developments in the environmental management system. Line managers ensure that regular information to and communication with their group members on the EEA's environmental management takes place.

The Head of Communications and programme has responsibility for green communication and awareness raising assisted by the environmental coordinator.

Procedures

1. Environmental statement

The environmental coordinator collects data and information about the Agency's performance in the previous year by the first SMT/EMAS meeting of the year. He then prepares a draft environmental statement in parallel with the annual report for the previous year for approval by the Executive Director. The statement is verified by an external verifier latest in May allowing publication latest in June.

2. Internal communication

Internal communication is carried out using the most appropriate and most effective channels: face-to-face, group meetings, staff seminars, communication through the

EMAS intranet, special flyers, folders, posters, stickers and other reminders of good housekeeping.

3. External communication

The main vehicle of the EEA's external communication about its environmental management system is the EMAS internet site at <http://www.eea.europa.eu/documents/emas/index.html>. It encourages other organisations to improve their environmental performance. This is also done through inter-agency networking. The EEA offers help and advice also to other EU-bodies in form of workshops, presentations and e-mail communication about environmental management.

3.2. Training and competence

Objective

To ensure that all employees, especially newcomers to the EEA, receive a proper introduction to the environmental management system. To ensure proper training of personnel having tasks requiring special competence in the context of EMS.

Responsibilities

Table 1: Overview of training responsibilities

Procedure	Responsible	File/procedure stored
Induction programme	Human resource management (HRM) group	Intranet
Career development system	Finance, human resource manager and line managers	Intranet /standard templates
Environmental competencies incl. good housekeeping	Line managers in co-operation with the environmental coordinator	Intranet
Green procurement	Legal adviser	Intranet

Procedure

The EEA environmental coordinator is one of the staff members a new employee will meet as part of the arrival and coaching programme set up by the HRM group. The environmental coordinator introduces the new employee to the environmental management system of EEA.

As part of the arrival and coaching programme, one specific colleague or 'Coach' is designated to a new staff member so that it is clear that there is a particular person in the programme who can be approached to find out things about the programme, someone who can be asked general questions about work or the Agency as a whole. Part of the responsibility one has as a coach is to introduce the new employee to the EMS contributions from the programme in question.

Line managers ensure that also EMS training needs are identified and that tasks and duties are described for each member of staff in the staff directory. In this way the division of functions and duties is made explicit. Line managers are also responsible for informing group members about new EMS initiatives and procedures decided by the Executive Director.

The EEA has introduced a yearly career development cycle. As a part of this cycle key objectives and performance indicators for each member of staff are defined following a career development dialogue. The outcome of such a dialogue is an agreed development plan in which competency gaps and training needs are listed (this as well as training records are stored on the personnel files). There is usually one follow-up dialogue in June/July where adjustments to the development plan can be made. Based on the agreed development plan all staff receives an appraisal at year-end (January the year following). One parameter in this appraisal is appraisal of performance under EMS.

4. Building operation

4.1. Technical operation, monitoring and emergency

Objective

The purpose of this procedure is to ensure proper maintenance and monitoring of technical equipment and consumption of heat, electricity, water and certain supplies. Further it concerns maintaining, testing and improving emergency and evacuation schemes.

Responsibilities

The project officer for logistics services is responsible for the procedures and instructions in this chapter.

Procedure

The project officer for logistics services deliver information for the environmental review annually in January concerning electricity, heating, water and waste. Furthermore, he plans, coordinates and follows up the findings of the monitoring of technical equipment and consumption of heat, electricity, water and certain supplies (see 4.1.1 *Registration and monitoring instruction and table*). If the monthly monitoring figures are higher than expected, the logistics officer reports to the environmental coordinator who follows up the issue with the management.

The project officer for logistics services maintains and develops further the maintenance, testing and improving emergency and evacuation schemes

([members of the evacuation team and the evacuation instructions](#)).

5. Common environmental activities

5.1. Green procurement

1. Objective

With a view to minimising its environmental impacts and contributing to sustainable development, the European Environment Agency aims at minimising the environmental impacts of its procurement and of the goods and services it purchases.

This procedure describes how environmental criteria are taken into account in the general procurement process, and the associated responsibilities.

2. Responsibilities

Staff initiating procurement and staff authorising procurement (Executive Director/Head of Programme/Head of Group) in consultation with the legal adviser, shall ensure that environmental considerations and criteria are integrated into the procurement procedures under their responsibility.

3. Procedure

3.1 Environmental impact statement (EIS)

Prior to launching any procurement procedure, a needs analysis is to be performed and detailed in a Procurement proposal ([Procurement proposal template](#)).

This analysis requires in particular an EIS indicating:

- the likely impact of the procurement on the environment
- alternatives to the procurement
- whether the procurement is environmentally justifiable
- under what conditions and mirrored in what criteria (standards/requirements; selection and award criteria).

Based on this EIS and in consultation with the legal adviser environmental criteria shall be incorporated in the tender documents.

3.2 Criteria (substantive and procedural)

Any criteria have to be relevant for the subject of the specific contract. Meaningful criteria are specific, targeted and robust.

Standards/requirements

When defining the required characteristics of goods/services in the technical specifications, reference is often made to standards as well as to functional and performance requirements.

Any reference to a particular standard has to be followed by the words “or equivalent”. The same applies to environmental characteristics of goods/services. Such environmental characteristics may be defined by reference to (European, international and national) eco-labels, like those in

- EU Ecolabel (<http://ec.europa.eu/environment/ecolabel/> and
- ICLEI procurement manual ([http://www.procuraplus.org/fileadmin/files/Manuals/English_manual/1 - Procura Manual complete.pdf](http://www.procuraplus.org/fileadmin/files/Manuals/English_manual/1_-_Procura_Manual_complete.pdf))

Selection criteria (necessary capacities of a tenderer)

Examples of environmental selection criteria:

- description of environmental management measures or of an environmental management system specifying the status of implementation;
- proof of a certified environmental management system according to EMAS/ISO 14001 or equivalent

In the event of a joint offer submitted by a consortium, **each member** of the consortium shall provide the requested information.

The environmental selection criterion is assessed on the basis of the following scale:

A mere mentioning of environmental considerations with no description	Insufficient
Rudimentary environmental policy with few concrete commitments	Poor
Description of an environmental policy in place	Pass
Description of an environmental policy in place that follows an established certification scheme	Good
Description of an environmental policy in place with a certification undertaken	Very good

Award criteria (price and/or value of a tender)

Environmental award criteria relate to quality elements of goods/services which indicate environmental friendliness.

Examples of environmental selection criteria:

- The level of ambition to reduce the environmental impacts of the canteen, as presented in a description of how the tenderer will minimise the environmental footprint of the canteen, including inter alia a description on how to optimise use of water and energy and minimise waste generation (for the provision of canteen and catering services).
- The environmental friendliness of the production process as described in the tender documents (for the provision of printing services).

3.3 General environmental considerations

Regardless of the subject of a tender, the following section is to be included at the end of every tender specification:

“Environmental considerations

The EEA runs a certified environmental management system (EMAS) and aims at minimising the environmental impact of all its activities, including those carried out under contract. The future contractor will, therefore, be requested to consider the EEA environmental management guidelines in the implementation of the contract, in particular, those relating to business travel, paper and energy consumption.

Further information on the EMAS system can be found on the EEA

homepage: <http://www.eea.europa.eu/documents/emas>.

Moreover, it is strongly recommended that tenders are submitted in an environmentally friendly way, e.g., by choosing a simple and clear structure (list of contents and consecutive page numbering) and double-sided printing; limiting attachments to what is required in the technical specifications (no additional material) and avoiding plastic folders or binders.”

3.4 After tendering

Environmental criteria and their application in the procedure are to be reviewed at the end of every evaluation report with a view to learning from experience (G:\Teams\...\Evaluation Report).

4. References

- Financial Regulation (FR) +Implementing Rules (IR); Directive 2004/18/EC
- Commission communication COM(2001) 274 final
- Commission green public procurement website and Green procurement handbook: http://ec.europa.eu/environment/gpp/index_en.htm
- Case-law: Judgments in Cases C-513/99 Concordia Bus and C-448/01 EVN
- Proposal for a Directive of the European Parliament and of the Council on procurement by entities operating in the water, energy, transport and postal services sector, COM(2011)895 final of 20.12.2011, <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2011:0895:FIN:EN:PDF>
- Proposal for a Directive of the European Parliament and of the Council on public procurement COM (2011)896 of 20.12.2011, <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2011:0896:FIN:EN:PDF>.

5.2. Non-conformance and corrective and preventive action

Objective

The purpose of this procedure is to ensure corrective and preventive action in case of deviations from the plans and procedures, non-conformance with environmental legislation and follow up on ideas for improvement of the environmental management system.

Deviations can originate from internal audits, improvement proposals, management reviews, not following the environmental management programme, not conforming to legal and other requirements, criticism from the outside world etc.

Responsibility

The environmental coordinator has the overall responsibility for keeping a register of all reported deviations and improvement proposals, as well as a register of decisions taken by the Executive Director in this respect. Furthermore, he is responsible for that all non-conformances are properly handled and corrected by seeing that responsible persons are appointed, deadlines are set and the process is followed up upon and finally closed with proper documentation.

The environmental auditors are responsible for registering and reporting deviations observed during internal audits.

All staff are responsible for reporting to the environmental coordinator on deviations from the environmental procedures or the EEA's environmental management programme as well as any improvement proposals.

Procedure

All deviation observations and improvement proposals are sent by email to the environmental coordinator, who registers them in the Deviation and improvement register on the intranet. He shall prepare a solution proposal to the senior management team for the next meeting where EMS is on the agenda. Urgent matters will be taken up immediately with the Executive Director.

The Executive Director shall decide on any corrective or preventative actions on the basis of reports from the environmental coordinator, after which the environmental coordinator is responsible for following up on any decisions.

5.3 EEA project procedure

Objective

The objective of this procedure is to reduce the negative environmental impacts of projects in the EEA management plans

Responsibilities

For each project group in the annual management plans, the heads of programmes are responsible for reflecting over the negative environmental impacts of the projects within the groups and whether these negative impacts can be reduced. In the beginning of the following year, the heads of programmes are responsible for assessing the environmental impacts.

The Senior management team (SMT) is responsible for ensuring that this reflection has taken place before a project is included in Management Plan System (MPS) as well as the assessment takes place.

The owner of the procedure is responsible for reporting to the SMT on the operational aspects of the procedure.

Procedure

The MPS is an Intranet application that provides a web-based interface to a database holding the yearly operational information for all projects that are operational each year.

The MPS includes a section, for each project group and year, with a number of questions related to the environmental impacts of the projects (see 5.3.1) within the group.

For each year the procedure is as follows:

When preparing the details of the project group proposals for the next year (September/October), the programme manager enters his answers to the questions in the MPS.

The owner of the procedure reports to the SMT on the progress of recording the answers while the next year's management plan is being completed and controls that it is completed for project groups included in the final version of the plan submitted to the Management Board in November.

In the beginning of the following year, the heads of programme enter for each question the real outcome of the year in comparison with his/her initial answer.

The owner of the procedure reports to the SMT in early February on the completion of the yearly cycle and compiles a report on the environmental impacts of the project groups based on the information recorded in the MPS.

5.4. External environmental inquiries

Processing external environmental inquiries in the IC

Objective

The objective of Information Centre (IC) inquiry processing is to provide timely, targeted and reliable responses to external inquirers, and thus fulfil the requirements on public access to information as outlined in the Århus Convention, the EU regulation on access to documents (EC 1049/2001), and the code of good administrative behaviour.

Responsibility

All staff is responsible for providing information about the EEA's environment policy and environmental activities, but should in specific cases (listed below) forward external inquiries to the IC.

The IC manager is responsible for the planning and coordination of IC inquiry processing. It includes the development and maintenance of the IC inquiry database.

Procedure

Any staff member can answer ordinary questions on the EEA's environment policy and environmental activities. But if the inquiry

- concerns solely EEA's environmental management system
- is criticism of the system
- contains proposals how to improve the system
- is difficult and a staff member is in doubt what to answer

it must be forwarded to the IC, who deals with it together with the environmental coordinator. Such inquiries are classified with "EMAS" as a keyword, in order for the IC to be able to produce statistics on the inquiries received on the EEA environmental management system.

IC inquiries arrive through four major channels: the web inquiry form (<http://www.eea.eu.int/help/infocentre/enquiries>), phone, fax/letter or visit. Inquiries submitted through the web form arrive directly in the IC inquiry database. Inquiries arriving through the channels need to be registered in the database by IC staff. This is done by the means of a form developed for the purpose. When arriving in the database, all inquiries automatically get a case number.

For detailed IC working instructions for processing inquiries see 5.4.1.