

New Hampshire Department of Transportation

Bureau of Highway Maintenance

EMS Glossary

Activity - Any process, function, event or operation occurring at a facility either once, periodically, or continually.

Administrative Order by Consent (AOC) - A voluntary agreement for resolving a dispute between two or more parties. It generally has the same effect as a court order and can be enforced by the court if anyone does not comply with the orders. The NHDOT and NHDES have entered into an AOC.

Applicable Laws - Federal, state, and local laws, rules, regulations, requirements, and policies governing nondiscrimination, protection of the environment, and protection of public health and safety.

Aspects - An element of a facility's activities, programs, functions, or actions that can connect to, or interrelate with, natural resources or any other dimension of the environment. Aspects have the potential to result in impacts. Sometimes the word aspect is interchangeable with the word "interactions."

Auditor - Person qualified to perform compliance audits. A Lead Auditor manages the audit process and the audit team.

Audit Cycle - The period of time in which all the activities associated with a given site are audited.

Audit Finding - A conclusion as a result of a compliance audit that identifies a deficiency or a condition that deviates from the expected or required condition.

Audit Team - Group of auditors, or a single auditor, designated to perform a given audit; the audit team may also include technical experts and auditors-in-training.

Best Management Practices (BMP) - Practices that apply the most current means and technologies available to not only comply with mandatory environmental regulations, but also maintain a superior level of environmental performance.

Boundary - The operational area or areas within the NHDOT where the EMS is implemented. An EMS can be defined by a physical area, often called "fenceline", or it can be defined by an organizational grouping (i.e., departments, divisions, specific operations). At the NHDOT, the EMS is defined as the Division of Operations Facilities as operated by its Bureaus.

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EMS Glossary (continued)

Bureau Management - The senior management in a NHDOT Bureau. This normally consists of the Bureau Administrator or District Engineer and key members of his/her staff.

Certification - Verifying or attesting (through an independent organization) that a process or system conforms to certain established requirements, usually a standard such as ISO 14001. The term is generally synonymous with "registration."

Checklists - A series of questions, in either paper or automated format, for use in evaluating compliance, EMS effectiveness, or both. Checklists occur in several forms for use by varying levels of personnel.

Compliance - Meeting all legal environmental obligations and requirements as identified by applicable federal, state, and local laws, rules, and regulations. See also, "Conformance."

Compliance Audit - Identification, characterization, and documentation of compliance status deficiencies related to either practices or environmental programs.

Conformance - Meeting all EMS obligations as identified by the Administrative Order by Consent (AOC).

Continual Improvement - The systematic process or framework for improving a process, function, operation, system, or entire organization. In quality system terms this is often associated with the "Plan-Do-Check-Act" model.

Controlled documents - Documents subject to restricted access for modification, approval, distribution, and removal.

Corrective Action - Any action that eliminates a nonconformance, deficiency, or other undesirable situation in a management system; especially one that addresses the root cause to prevent recurrence.

Deficiency - An unauthorized deviation from acceptable procedures or practices.

Documentation - All relevant EMS documents and records. EMS documentation describes the core elements of the EMS.

Documentation - all relevant EMS documents and records.

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EMS Glossary (continued)

Emergency Response Plan - A detailed plan describing the logistics, required actions, and reporting requirements in the event of fires, explosions, or spills occurring on NHDOT property and having the potential to affect personnel, contractors, or property.

EMS Coordinator - Consist of the assistant state maintenance engineer.

EMS documents - Describe current activities or guide future activities, and form the core of the EMS. EMS documents can be changed or revised as operations and activities change.

Environment - Surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelationships.

Environmental Aspects - The elements of the Bureau's activities, products, or services that can interact with the environment.

Environmental Impacts – Changes to human health or the environment (positive or negative) that wholly or partially result from the Bureau's environmental aspects.

Environmental Leadership - Integrating environmental accountability into day-to-day decision-making and long-term planning processes. Advocating BMPs and the principles of sustainability on a personal and organizational level, and making decisions that demonstrate a commitment to those practices and principles.

Environmental Management System (EMS) - A systematic approach to managing a facility's environmental affairs in support of a formal environmental commitment statement. An EMS includes organizational structure, planning activities, roles and responsibilities, work practices and procedures, and resources. The NHDOT's EMS is consistent with the principles set forth under ISO 14001 standard.

Environmental Management System Audit - A systematic documented verification process of objectively obtaining and evaluating evidence to determine whether an organization's EMS is functioning as intended and conforms to the principles, criteria, and goals committed to by the organization.

Environmental Management System Manual - A document describing an organization's principles and actions relating to its EMS.

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EMS Glossary (continued)

Environmental Management Team (EMT) - The group of individuals at each facility that coordinates and tracks the implementation and continually oversees the EMS at that facility. EMTs should have a designated EMS Coordinator reporting to management. The Bureau of Highway Maintenance EMS Team consists of the assistant state maintenance engineer and at least one, and up to two, representative(s) from each District.

Environmental Performance - Measurable and quantifiable results of a functioning EMS.

Environmental Policy - An organization's formal statement defining its intentions and principles in relation to its overall environmental performance. It provides a framework for action and for setting environmental objectives and targets.

Facility - Any building, installation, structure, land, and other property owned or operated by, or constructed or manufactured and leased to the NHDOT, and for which the NHDOT is accountable for compliance under environmental regulation (i.e., permits, reports/records, planning requirements). This term includes a group of facilities at a single location managed as an integrated operation, as well as State owned contractor-operated facilities.

Fenceline - See "Boundary".

Goal - A general statement of a desired strategic outcome to be achieved through a facility's EMS (i.e., reduce air pollution).

Impacts - Any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organization's activities, products, or services.

Interested Party - Person or group concerned with or affected by the environmental performance of an organization.

International Organization for Standardization (ISO) - A worldwide voluntary federation of national standards bodies from over 140 countries. ISO is responsible for the development of the EMS standard ISO 14001.

ISO 14001 - An international voluntary standard for EMS. This is one standard in the ISO 14000 series on environmental management.

Life Cycle - Consecutive and inter-linked stages of a product or service system, from raw material acquisition or generation of natural resources until disposal.

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EMS Glossary (continued)

Life Cycle Assessment (LCA) - A systematic set of procedures for compiling and examining the inputs and outputs of materials and energy, and the associated environmental impacts directly attributable to the functioning of a product or service system throughout its life cycle.

Management System - A structured non-technical system that provides policies, objectives, principles, authority, responsibilities, accountability, and an implementation plan to guide an organization in a desired direction.

Non-conformance - The non-fulfillment of a specified AOC element or ISO 14001 requirement.

Non-Governmental Organization (NGO) - Voluntary organizations that participate actively in the promotion of environmental policies and issues.

Objective - A formal qualitative environmental goal stating a desired outcome (i.e., reduce energy consumption). It is derived from a facility's environmental commitment statement, from evaluations of its specific environmental aspects and impacts, or both.

Opportunity for Improvement - An observed condition that does not represent a serious deficiency or deviation from the expected or required condition, but does provide a specific opportunity to improve operational or environmental performance.

Pollution Prevention - Means "source reduction," as defined in the Pollution Prevention Act (PPA), and other practices that reduce or eliminate the creation of pollutants through: (a) increased efficiency in the use of raw materials, energy, water, or other resources; or (b) protection of natural resources by conservation.

Procedure - A documented set of instructions with clearly assigned roles and responsibilities directing proper operation of a practice or conduct of an EMS element.

Process - Set of interrelated or interacting activities that transforms inputs into outputs.

Quality - The features and characteristics of a product, service, or activity that relate to its ability to conform to or meet stated or implied requirements.

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EMS Glossary (continued)

Records - Evidence of past activities that are permanent and never changed. Records must be maintained to demonstrate conformance with EMS requirements, and compliance with legal/regulatory requirements, and NHDOT policies and procedures.

Root Cause - The fundamental deficiency that is the cause of a non-conformance or system breakdown and which must be corrected to prevent a recurrence.

Self-assessment - Assessments of any efforts, activities, or systems when the assessors are involved in or responsible for those items or practices under evaluation.

Significant Aspects/Impacts - Aspects/impacts that: 1) have the greatest potential for harm, 2) are most likely to occur, 3) cause the greatest concern by stakeholders, and 4) are under the influence or control of NHDOT.

Stakeholders - Any individuals or groups that have an interest in the NHDOT's EMS. Stakeholders may include employees, regulators, suppliers, customers, contractors, special interest groups, and the media.

Standard - A protocol established by a recognized authority as a rule or requirement.

Standard Operating Procedure (SOP) - A written document that details the approved method for an operation, analysis, or action with prescribed techniques and steps, especially for performing routine or repetitive tasks.

Sustainable Practices/Principles - Those choices, decisions, actions, and ethics that will best achieve ecological/biological integrity; protect qualities and function of air, water, soil, and other aspects of the natural environment; and preserve human cultures. Sustainable practices allow for use and enjoyment by the current generation, while ensuring that future generations will have the same opportunities.

Target - A specific performance requirement, quantified, measurable, and scheduled where practical, to achieve a stated objective (i.e., reduce electrical energy consumption by 25% by the end of FY 2009).

Toolkit - An established set of procedures, examples, templates, references, and resources that Bureau staff may utilize to assist in the development of the EMS.

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Waste Prevention - Any change in the design, manufacturing, purchase, or use of materials or products (including packaging) to reduce amount or toxicity before items are discarded. Waste prevention also refers to the reuse of products or materials.

Waste Reduction - Preventing or decreasing the amount of waste being generated through waste prevention, recycling, or purchasing recycled and environmentally preferable products.

Work Instruction - A series of steps and activities directed to a very specific area or process.

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