

Environmental Management in Talleres Inter S.L.

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Introduction

Concerns about environmental management towards industry are historically recent and their growth developed faster due to industrialization within production. From the Industrial Revolution industrial activities began to mean a threat to environment. Industrialization supposed increasing spills, waste production and materials emissions and consumptions which are not able to be assimilated by environment without polluting or allowing a sustainable management (C.J. Sanz Santolaria, 2007).

The importance of achieving a sustainable level between production and environment is increasing every day as companies consume the highest amount of energy and their own accidents could have a considerable environmental impact. If a raising awareness is fulfilled companies will be directly affected since they need an acceptable image for the representatives interested such as clients, citizens belonging to the town or community where the company is set, autonomous, community, national and international administrations, and so on.

The objective of this study is making the environmental management system, UNE-EN-ISO 14001, known and explaining its development within the company Talleres Inter while showing the procedures needed to obtain it.

Talleres Inter is an automobile repair shop where an environmental management system has been introduced. It belongs to a sector hounded by criticism regarding environmental actions because many of its activities are highly contaminating when done wrong.

In this study it is shown an interpretation of the manual regulation UNE-EN-ISO 14001. The steps to introduce this environmental management system are shown on this chapter as well. An interpretation of the regulation EMAS (Eco-management and Audit Scheme) is shown too but in a limited way since many points of its establishment are shared with the certification UNE_EN_ISO 14001.

In addition, the main and suitable practices at repair shops are shown. They have some aspects which generate environmental impact and they also manage corrosive residues which, if badly managed, could cause even more environmental impact than other type of companies. Suitable practices regarding noise reduction, spills, emissions, waste generation, consumption and suppliers homologations are described.

Finally, the development of the same regulation within Talleres Inter S.L., subsidiary of Volvo, is analyzed. It is explained which requirements must obey the company in order to obtain certification ISO 14001 about environment, which are their main environmental aspects which have an impact on the environment, which legislation must be followed, which steps must be taken in internal audits, environmental management documents, and so on.

The methodology of analysis used is case study. Case study is an evolving, systematic and deep investigation of a specific case by making a complete and conscientious exam of a point, issue or event which happens within a geographical framework trough time (Mcdonald and Walker, 1977).

Another possibility of methodology of analysis could be the ethnographic study by observing the practices accomplished by the company to contrast what the company says with what the company does. However, as the final objective of this methodology is defining that contrast it is not as attractive as case study

1- Environmental Management System

The environmental management system promoted by regulation ISO 14001 is the most used and institutionalized. This system comes from resolution 7750 of the British Standards Institute and it was created in 1992 and modified in 1994. The bases used were quality standard systems (ISO, 9000). They were issues regarding environmental management establishing that the companies which wanted to implement this resolution must develop environmental policies in compliance with environmental regulations, offer a commitment of constant improvement and promise to make an external audit to guarantee the compliance of the Britannic resolution. With this requirements accomplished the company would have to resolve its main environmental objectives.

The birth of the regulation series ISO 14000 happened in 1992 after GATT (General Agreement on Tariffs and Trade) negotiations in Uruguay and the United Nations Summit about environment in Rio de Janeiro. Due to the existence of numerous legal demands concerning environment around the world ISO admits the need to create and standard in this area.

Although regulation ISO 1400 can be applied in any company regardless of its nature, it makes much more sense in industrial sectors since they suppose an increased risk for the environment (A. Llul Gilet, 2001).

Environmental management can be defined as the compendium of actions performed by a society to handle completely the comprehensive system leading up to including in the definition the expression sustainable development. The definition of this expression, granted by the majority of sources, refers to the ability to achieve a balance among different factors in each case. In this context these factors would be the logical use of resources and the protection and conservation of the environment in order to develop the activity.

1.1- ISO 14001

According to the explanation given by the Ministry of Infrastructure, Territory and Environment regulation ISO 14001 has three basic objectives: commitment with the environmental policy, the compliance of the legislation and constant improvement. Therefore, it is considered as an opened regulation which allows that two similar companies with distinct environmental performance could have this certification.

This regulation establishes five steps to implement the environmental management system as noted by itself, ISO 14001, or interpretations regarding to it (J. F. Martínez, 1998) (I. Heras, 2008) (Aenor, 2008).

- Environmental policy
- Planning
- Establishment and functioning
- Verification and corrective action
- Revision by management

1.1.1- Environmental Policy

Environmental policy must accomplish the following requirements:

- Environmental policy must be appropriate to nature, environmental magnitude and impacts about its activities, products and services.
- Includes a commitment of constant improvement.
- Contains a commitment to comply with the environmental legislation applicable.
- Provides the framework to establish and inspect objectives and goals set.
- It is documented, introduced and communicated to all the employees.
- Available to the public.

1.1.2- Planning

Planning has three points: environmental aspects, legal requirements and objectives, goals and environmental management plan.

Environmental Aspects

This point determines activities, products and services elements which can interact with the environment supposing and impact on it. The impacts would be the result of this interaction.

Firstly, it is essential to identify environmental aspects in ordinary situations and in emergency ones as well. Secondly, follows the evaluation of them where the company must establish a relevant judgment in order to find which activities generate bigger impacts.

This procedure must be documented.

The evaluation procedure will be different in each company as there is not an optimal pattern method for all companies. Each company will elaborate a method according to its characteristics (A. Betancor, 2009).

Legal Requirements

The company must know and being able to access to the legal requirements about environment applicable depending on its activities, products, services or geographical location. Besides, the company must have procedures to know the regulation and fulfill it.

Environmental Objectives and Goals

Environmental objectives and goals are the materialization of the environmental policy and the commitment accepted.

The objectives are points of improvement set by the company, quantified as far as possible and applicable from a realistic point of view.

Environmental goals are the action protocol in order to achieve the objectives.

The setting of the objectives and goals is subsequent to the evaluation of environmental risks because this information is needed to set it.

To establish the objectives the company may take into account:

- Opinions from interested parties.
- Legislative changes regarding this sector.
- Technological improvement opinions available.
- Financing options to perform the improvements.

Set objectives must be quantified, delimited in time and communicated to all the employees in order to fulfill them.

Environmental Management Plan

The method in which the objectives are going to be accomplished must be specified in the plan having the goals established with the suitable resources for their operation.

Environmental management plan develops the way of achieving the objectives having in mind available resources and the time need to their achievement. This procedure will have to be documented and make it public to the levels involved.

1.1.3- Establishment and Functioning

Structure and Responsibilities

In order to introduce an environmental management system there is a need to define which persons are in charge of accomplishing the different parts and how to do it. In other words, assign and define responsibilities.

While delegating responsibilities the company business's management assumes the ultimate responsibility about the developing and introduction of the system.

The organization chart is needed to define the organizational structure. Hierarchical structure and the connection among different areas must be included.

Responsibilities of each function and system interrelations must be documented (ISO 14001, 2004).

Occupational Training

In order to correctly accomplish with their obligations the employees need appropriate training, knowledge and skills as an environmental management system depends principally in the activity of each member. Therefore, they must be well-trained as well as aware of the impacts their activities generate.

One of the main objectives of regulation ISO 14001 is to assure the personnel is aware of the requirements of the management system as well as the performance of their work could have a significant impact on nature (ISO/IAF, 2004).

It will be necessary to establish the training needed identifying particular necessities. For example, compare the existent training with the one needed for an assigned position and extract from the non-conformities of the system's audit in which the cause is the training.

“We must motivate the people working for the company or in behalf of the company to make suggestions which lead to a better environmental performance” (ISO_14001/2004).

Communication

One of the main requirements to obtain the certification is making the EMS introduced by the company public for interested parties. Therefore, communication channels about issues concerning management, policy, performances and environmental aspects must be established.

Communication will be internal at all levels of the company and external toward interested parties.

An efficient coordination within communication is the key for the competence of the environmental management system. For example, to solve problems or coordinate activities. Facilitating suitable information to the employees can be helpful in order to encourage the effort for a better environmental performance (ISO_14001, 2004).

Every organization should establish and keep procedures to receive, document and respond the pertinent communications from external parts. An organization could also benefit by documenting its procedure to external communication (ISO_14001, 2004), (A. Betancor, 2009).

System Documentation

It will be necessary to prepare the environmental management manual in addition to the rest of documentation needed. An environmental management manual is a set of documents used to describe each rule or aptitudes performed by the company in order to make and efficient environmental management which gives a global vision of the system and set basis to handle management activities. It must include a description of:

- The principles and general intentions.
- Organization's key elements and responsibilities.
- Specific application of the various requirements of the regulation.

However, this is not the only document needed. Proceedings are needed as well. They are formed by the written actions performed to achieve the environmental company goal and which are organized chronologically (ISO_14001, 2004), (A. Betancor, 2009).

Documentation Monitoring

The objective of the monitoring and the documents is to assure that every document concerning environmental management will be applicable, current and

approved in order to facilitate the obtaining of information needed to perform employees' work (ISO_14001, 2004).

The requirements this monitoring must accomplish are the following:

- To have the documents identified and applying procedures to distinguish between the current ones and the obsolete ones.
- To keep their aptitude.
- To inspect them periodically and being approved by the worker in charge.

Operational Monitoring

The objective of this point is that the behavior regarding environment must be maintained within certain limits.

Operational monitoring is used for reacting with different company necessities as for example the development of activities to prevent pollution, activities to eradicate the existent one, and so on.

First of all, the company must identify which activities will be operational monitoring target: environmental policy, significant environmental aspects, objectives and goals, legal requirements, and so on.

Secondly, the way of executing activities will have to be developed prearranging acceptance or rejection criterion. This criterion will only be objective with qualitative variables as they can be counted.

At this point is relevant to have the training needed in each employ as the monitoring level of certain variables depends on this factor. A higher training means a smaller variable control or just controlling the most significant, and vice versa.

Subsequently, the establishment of the described procedures is done. In other words, the activities which have been planned previously take place.

Finally, it is confirmed that company's activity is being done according to the plan (M.A. Rodríguez, 2004).

This can be understood with this example: when spilling waste water operational monitoring will include the activities needed for achieving certain spill objectives and the tracking will consist in the trials in order to obtain the information about this spill.

Emergency Plan

Emergency plans are aimed at allowing the company to identify and respond to accidents and emergency situations and prevent possible accidents too. Therefore, reducing the risk they could have.

The procedure lies in making a preliminary assessment in company's risks. It can be done with different methods and there are two sources which can be consulted to making this evaluation.

- The register of incidents and accidents which have occurred.
- The identification and evaluation of potential environmental aspects in emergency situations.

Then the company must develop an action plan facing any past or potential emergency detected in previous section (A. Betancor, 2009).

1.1.4- Verification and Corrective Action

Tracking and measuring

To accomplish this requirement it is necessary to know the sources which allow establishing procedures to define actuation as for example previously defined operational monitoring, applicable legislation, the compliance of objectives, goals and commitments acquired by the company apart from obligatory stuff (*Universidad de Málaga*, 2011).

The following steps must be taken:

- To select the specifications to be controlled.
- To develop and document the way of establishing measures and their monitoring.
- To have people in charge and calibrate correctly the measuring tools.
- To record the result of the procedures to follow the tracking and the measures.

To analyze the information obtained in order to see the evolution of the same monitoring about environmental aspects, objectives compliance, the aptitude of the selected indicators and the evaluation of the legislation compliance.

Environmental Management Record

The introduction of a EMS itself generates documentation related to system's functioning such as training, audit results, revisions, environmental aspects and impacts, emergency plans, legislative summary, and so on.

In order to achieve a precise management of this records and documents they have to be able of being identified, preserved and eliminated if needed. A correct monitoring will allow these requirements to happen.

The company itself will decide for how long the records will be preserved but following the deadline the law imposes. AENOR recommend keeping them over three years as the certification given lasts that time (Aenor, 2008) (ISO_14001, 2004) (A. Bentacor, 2009).

Environmental Management System Audit

The audit is used to confirm environmental management system functioning mainly by obtaining information regarding the weak spots of the management itself. Two of the most important points to check are the degree of implantation and environmental management system efficiency. Audits can be handled by company's employees or external personnel.

“Environmental audits produce confidence to companies about the efficiency of their environmental management system, the compliment of the model regulation and environmental legislation implementation. They are an improvement tool which detect weak spots and correct them” AEC (*Asociación Española para la Calidad*).

An audit is a process which has various premises:

- It must be systematic, which allows making comparisons.
- It must be documented to ensure a complete and realistic diagnosis.
- It must be regular, which allows and efficient tracking.
- It must be objective in order to show the reality as it is.

Audit planning has the following steps:

- To establish the audit's subject even though its objective will be EMS functioning and the compliance of legal requirements and more commitments acquired voluntarily by the company.
- To delimit which departments will be audited depending on their implication towards EMS.

- To delimit who will form the auditing team. This decision will be subjected to the compliance of training or experience requirements required by the company in its external or internal personnel in charge of the audit.
- To establish an audit plan within the sectors which need it.

(Á. Villalba, 2007), (ISO_14001, 2004).

Non-conformity, Corrective Action and Preventive Action

In an audit non-conformity is the result of the lack of compliance. In other words, when the actual results are not like the planned results or when the desired result is not accomplished (Thomson Reuters, 2010).

Non-conformity negatively affects to environmental management system and its existence is identified in the following situations:

- Mainly in an audit.
- In the tracking of the objectives set by the company.
- External complaints.
- Incidents in general.

It is a non-conformity regarding three regulations:

- ISO 14001
- Applicable and legal environmental requirements.
- Requirements set voluntarily by the company in order to offer a constant improvement.

When non-conformity occurs a corrective action needs to be done. The first action consists in trying to reduce the environmental impacts produced if possible. Then, an investigation into the root causes must be done.

An investigation to detect a possible non-conformity within an audit needs to be done in order to take preventative action and prevent it from happen (A. Bentacor, 2009).

1.1.5- Revision by Management

This task falls to the governing board which has defined the environmental policy and which is in charge of verifying EMS aptitude to accomplish ISO 14001 and legislation requirements as well as evaluating system efficiency itself.

The revision must be regular and constitute a record. Regularity must assure a constant efficiency. All the information needed in order to accomplish this evaluation must be collected and the evaluation will have to be documented.

An analysis concerning the functioning and the results of EMS must be done with the main objective of identifying their scarcities to improve them in case they exist (*Universidad de Málaga, 2011*).

1.2- EMAS (Eco-Management and Audit Scheme)

EMAS is a Community regulation of Eco-management and environmental audit whose introduction is voluntary like ISO 14001. Its birth is owing to Europe need to promote patterns of action which involve a constant improvement of environmental behavior within companies.

Its framework helps companies willing to evaluate and improve their environmental behavior and it also provides necessary information concerning its environmental management quality (EMAS III, 2009).

The objective of the regulation forms a commitment verified by independent audits.

This verification, from a summarized point of view, checks if companies have a defined environmental policy, use the environmental management system and offer periodical information about system's functioning via environmental statement (V.M. Abalo Bóveda, 2009).

1.2.1- Environmental Evaluation

EMAS regulation demands a first environmental evaluation if there is not an environmental management system previously established.

In this environmental diagnosis company behavior and the necessities in which the system has to have an impact are identified. The following aspects must be evaluated:

- The level of compliance of the applicable environmental law. Sometimes it is a difficult task due to the speed at which the legislation is updated.
- The evaluation of environmental impacts, each impact produced by company's activity must be evaluated and documented.
- The evaluation of environmental behavior. In many cases the companies which have not introduced an environmental management system have a respectful but dispersed behavior with environment. In that case these behaviors must be identified and documented.
- The analysis of likely emergency situations and the development of plans regarding them.
- To analyze if there is an environmental management system previously established to study a possible use of this structure.

(EMAS III, 2009)

1.2.2- Establishment

This regulation was published in 1993 by the European Community Council. ISO 14001 procedures were added so a company which has established an environmental management system ISO 14001 is in the right path to establish EMAS regulations if desired. However, there will be requirements such as the submission to environmental accredited verifiers and their record within the pertinent organization.

These steps must be followed to find shelter in EMAS III system:

- To elaborate an environmental analysis.
- To define an environmental policy.
- To establish the system itself.
- To make an environmental statement.
- To go through an environmental verification

EMAS own interpretation obliges the total compliance with the legislation as regulation ISO 14001.

This regulation also demands a higher level of commitment because one of the main differences is that the company which wants to establish the regulation will have to do a public statement regarding its environmental impacts (A.C. Corrales, 2013).

1.2.3- Main differences between ISO 14001 and EMAS

- Regulation ISO 14001 is issued by a private organization while EMAS is issued by the European Union.
- Regulation ISO 14001 is in the international sphere while EMAS is in the European sphere.
- Regulation ISO 14001 demands a commitment of constant improvement and pollution prevention while EMAS also demands the reduction of environmental impact at levels which do not exceed the best, available and economically feasible technology. Therefore, it demands the eradication of the impacts as far as possible so its establishment is much more complicated than ISO 14001.
- The first environmental revision within regulation ISO 14001 is not compulsory, just suggested, while in EMAS this revision is completely compulsory.
- ISO 14001 has a single obligation of public communication with the environmental policy while EMAS demands an environmental public statement and a simplified statement including real information annually.

- Environmental management system internal audit within ISO 14001 has not a fixed term while EMAS obliges to do an audit every three years at the most.

(Chamorro y Heras, 2002) (*Boletín Económico De Ica* N° 2936)

2- Environmental Management in Automobile Repair Shops

Automobile repair shops have visible impacts on environment. "The activities developed in an automobile repair shop generate, over all, resource consumption of water, energy, fuel and they also pollute water through oil spills, oiled water and the atmosphere through gas emission and they, of course, generate residues"(Cámara de A Coruña, 2008).

Autonomous communities' official recommendations maintain that the factors regarding an efficient environmental management can be delimited. There are several types: consumption, spills, emissions, residues, suitable maintenance, material choice and storage, noises, and so on. Each one is included within these groups and has its own method of measurement, evaluation and correction in case of a deviation from its objective.

With regard to consumption we can distinguish between water and electricity. They have non-binding recommendations which can be useful to achieve company's goal.

Many of the recommendations as the ones aforementioned about environmental management within automobile repair shops are not mentioned below due to environmental management in Talleres Inter will be explained and many of them are included as company's way of functioning.

2.1- Water Consumption

Regarding water consumption there are a series of measures which can make its use more efficient. Some measures are obvious such as turning off taps and hoses when they are not being used and some are more specific within this sector as not using water to clean oil spills, use suitable absorbents instead. Some are quite important as for example performing awareness campaigns about water-saving aimed at employees, installing limiter devices, diffusers, timers, and so on (*Generalitat Valenciana*, 2006)

2.2- Electric Consumption

In regards to the tracking and measuring of electric consumption there are compulsory measures to obtain ISO regulation, withing the regulation itself, as for example establishing, implementing and maintaining one or several procedures in order to measure the power consumption. One example is to measure directly the electric meter (*Cámara de comercio, 2007*) (*Puerto de Ceuta, 2006*)

2.3- Waste Management

There are several ways of categorizing the residues belonging to an automobile repair shop. Two main groups are formed based on the state of waste and the threat it supposes to environment (*Cámara de comercio, 2007*)

According to the state of the residues they can be:

- Liquids: the water used to clean, lubricant oils, fuel, coolants, and so on.
- Solids: metal parts, plastics, spark plugs, wires, tires, and so on.
- Gaseous: combustion gasses, volatile heavy metals, carbon, and so on.
- Bulky: bumpers, car bodies, motors, pallets, drums. They could need and special management due to their size.

According to the threat they supposed to environment:

- Dangerous: those which could be explosive, oxidizing, flammable, irritating, damaging, toxic, carcinogenic, infectious and mutagenic as used motor oils, coolants, brake fluids, catalysts, spent filters, paints, lacquers, diesel oils, batteries, fluorescent tubes, etc. Hazardous waste must be safely stored until the collection by an authorized manager according to the law 22/2011, of July 28th, of waste and polluted soils.
- Non-dangerous: those which do not suppose a direct threat to environment: sawdust, rags without chemical substances, broken windows, etc. Non-dangerous waste must be stored until the subsequent collection by municipal agencies.

Automobile repair shop residues are the main factor to take into account when analyzing their effects on environmental management systems and there are different laws to follow depending on the waste to manage. The regulations followed in each case can be European, national or belonging to Valencian Community.

3- Talleres Inter S.L.

Talleres Inter operates within the mechanical sector in Nules, Castellón province, and is part of Volvo's companies' network.

The company was founded as a private limited company by Secundino Vázquez in 1992 and offers services which range from mechanical and electrical repair services of industrial vehicles to a road repair service and repair assistance 24 hours a day, every day of the year.

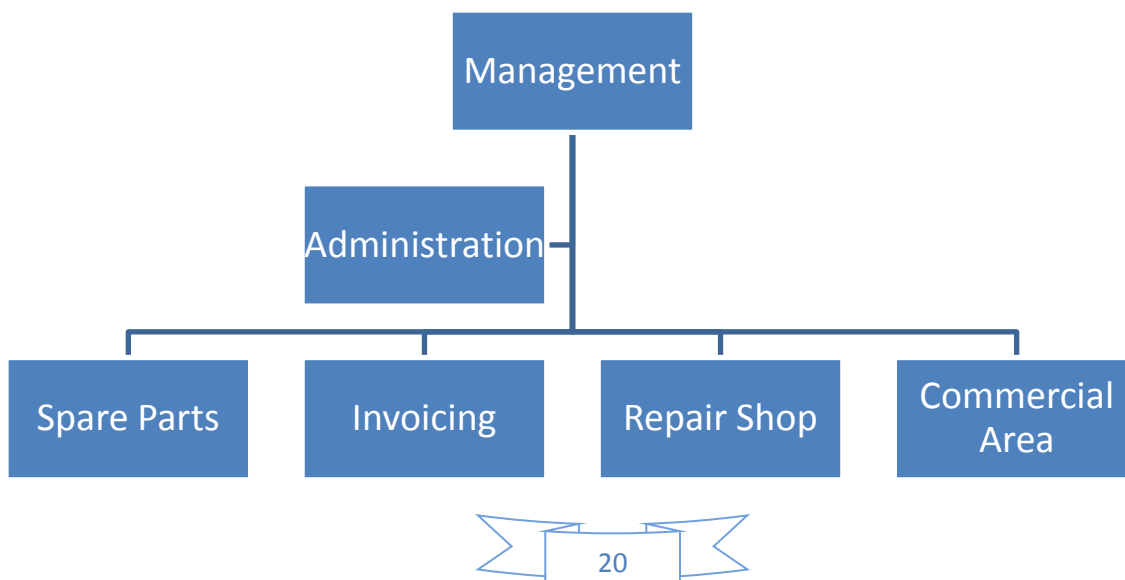
Its main activities are:

- Reparation, spare parts selling, technical assistance and the transformation of industrial vehicles, especially Volvo vehicles.
- Technical assistance with analog tachographs and speed limiters of Motormeter, Volvo and VDO brands.
- The repair and assembly of industrial vehicle tires.
- Selling, installation and revision of digital tachographs.
- Activities aimed to engine parts cleaning and garage cleaning.

The company has three certifications given by AENOR:

- UNE-EN ISO 9001 of quality management.
- UNE-EN ISO 14001 of environmental management.
- UNE 66926 of digital tachographs technical center.

3.1- Talleres Inter Basic Organization Chart.



3.2- Services offered by Talleres Inter and their Environmental Impact

- 24 hours assistance service: in this service the factor with environmental impact is the fuel consumption due to the vehicle chosen to perform it.
- Complete management of tachographs and speed limiters: the management of used limiters is the factor with environmental impact in this case.
- Selling, installation, tire repair and management of those used: one of the main factors with environmental impact is within this service, tires management, as tires are hazardous to the environment and a main activity as well.
- Paint and body work repair: in this service there are identified different services with an environmental impact as for example the management of containers which have contained dangerous waste, polluted absorbents, paint waste, paint filter management, water consumption, and so on.
- Breakdown maintenance and diagnosis: in this service all the mechanical activity regarding trucks is included so most of the factors with environmental impacts can be identified here, factors which need greater tracking in order to achieve objectives and goals. Water and electric consumption and spills such as raw sewage, oils, hydrocarbons, lubricants, acids, and coolants can be found here. The generation of residues as oil filters, containers of dangerous and non-dangerous substances, wrappings, fluorescent tubes, and fluorinated gasses can be found as well.
- Administrative management: although several factors with environmental impact are identified within this service they are not as alarming as the ones above. Paper consumption and management of well-worn toners.

4- Talleres Inter Environmental Management System

Talleres Inter has the certifications given by AENOR UNE-EN ISO 14001 and UNE-EN ISO 9001. Both will be put together on one certification, Comprehensive Management System, since 2013.

4.1- Environmental Policy

The aim of Talleres Inter is to reduce the environmental impact of the development of its activities, causing the little impact possible, by searching constantly new methods of reduction. In fact, the company is committed to improve constantly these aspects, prevent pollution and accomplish the legislation needed or other application requirements. (Annex 5)

The following necessary actions are also within company's policy:

- Company's policy and objectives must be known by all members.
- The biggest motivation among company members when working in the environmental management system must be achieved by participating in the development and implementation of the system.
- The commitment of satisfying client's necessities as well as obeying legal requirements concerning the comprehensive management system.
- The continuous tracking of the comprehensive management system completing the pertinent periodical revisions to improve it and acquiring the appropriate innovations.

4.2- Planning

Three significant points about the environmental management system are going to be explained in this section: environmental aspects, legal requirements and objectives, goals and environmental management program.

4.2.1- Environmental Aspects Presented in Ordinary Situations

Talleres Inter identify environmental aspects in ordinary situations distinguishing among the activity which generates them, the type of impact they suppose, emissions,

spills, waste, noises or consumptions and the quantity produced in document FMM 5.2.10. (Annex 4).

In order to improve the internal management the following criteria has been created:

- Limits closeness: these limits can be legal, established by the administration, or quantitative, established by the company.
- Magnitude: the average of waste generated the year before compared in percentage with the current value.
 1. 20 percent more than the year before: high magnitude (50 points).
 2. 10 percent more than the year before: medium magnitude (25 points).
 3. Less or equal than the year before: low magnitude (1 point).
- Frequency:
 1. More than 20 time a day: high frequency (50 points).
 2. Between 1 and 20 times a day: medium frequency (25 points).
 3. Less than 1 time a day: low frequency (1 point).
- Danger:
 1. If the waste is dangerous with no possibility of control: high danger (50 points).
 2. If the waste is dangerous but controllable: medium danger (25 points).
 3. If the waste is not dangerous: low danger (1 point).

Activities	Impact
Flaw repair	Spills (waste water). Waste (crystals, scrap, wires, etc.). Noises (circular saw). Consumptions (water and electricity).
Oil change	Spills (oils, waste water, hydrocarbons). Waste (filters, containers, polluted paper, soils). Noises (tools). Consumption (water).
Batteries change	Spills (sulfuric acid). Waste (Batteries, containers). Noises (tools).

Coolants change	Spills (antifreeze). Waste (containers). Noises (tools).
Receiving equipment	Waste (containers and wrappings).
Workpieces cleaning	Spills (waste water, oils, hydrocarbons, etc.). Waste (polluted paper). Consumption (water).
Offices	Emissions (air conditioning). Spills (waste water). Waste (garbage). Consumption (water and electricity).
Common installations	Spills (mud, waste water and hydrocarbons). Waste (Comprehensive list). Noises (background noise). Consumption (electricity).
Tires change	Waste (well-worn tires).
Equipment maintenance	Emissions (fluorinated gasses). Waste (fluorinated gasses).

Table 1. Environmental impacts regarding activities performed by Talleres Inter S.L.

Depending on the final value we have obtained in each aspect we will classify it as high, medium or low. To obtain the final value we will join the punctuations about each environmental aspect.

We will have three criteria in order to diagnose it:

- Low: between 0 and 30 points.
- Medium: between 31 and 60 points.
- High: between 61 and 90 points.

Subsequently, and depending on evaluation's result, measures are taken for each environmental aspect:

- When the result is high: actions aimed at paralyzing the activity which is generating the impact are taken as well as applying measures which could

annul it if possible. Otherwise, those aspects will be taken into account to reduce them when possible.

- When the result is medium: actions aimed at reducing the impact gradually trying to make it into low are taken.
- When the result is low: as parameters are correct actions to keep the result stable in time are taken.

Consumptions

Talleres Inter began measuring electric consumption by analyzing invoice data but, finally, the company decided to obtain the data from the electric meter as that information is more accurate.

The company follows recommendations given by autonomous regions and some, which were used for constant improvement, helped the company to achieving goals:

- A reinforcement of personnel's raise awareness about a best electrical use.
- A permanent monitoring of the electrical use encouraging the exploitation of sunlight.
- To ensure that air conditioning use during summer months is adapted to a real need.
- To achieve the 75 percent of energy-saving electrical assembly into the garage.

In the following section, tracking and measuring, we can observe these measures have produced a gradual consumption fall.

Regarding water consumption Talleres Inter has taken two basic steps:

- Water meters which give information about water consumption have been introduced in February 2013. Once a month the environmental responsible collects waste water consumption data within document FMM 5.2.20 (Annex 4).
- Water analyses from the sewage plant are made since March 2013. In this analysis the elements measured are the pH, suspended solids, the levels of DBO, DQO, and so on. A subcontracted company will measure the water from the sewage plant annually.
- Many correct practices according to environmental management are performed by constant trainings as for example organizing the tools that have to be cleaned with water so this resource is used efficiently, measures to avoid oil

leaks which could need water to be cleaned within the garage, informing about possible leaks and reusing water when possible.

As a result of deficiencies in the record there is not information about objectives compliance within the changes made on different dates.

Waste

The main residues generated by Talleres Inter are the following:

- Batteries.
- Coolants.
- Oil filters.
- Polluted rags and absorbents.
- Metallic and plastic containers.
- Water with hydrocarbons.
- Used oil.
- Crystals.
- Aerosol dispensers.
- Polluted soils.
- Brake fluid.
- Brake pads.
- Wood.
- Plastic.
- Cardboard.
- Paper.
- Inert.
- Non-halogenated organic solvents.
- Well-worn tires.
- Mud from waste water-saving.
- Transformations with PCB.
- Well-worn toners.
- Scrap.

They all have an authorized manager who collects them whether hazardous or not. They are documented in FMM 5.2.10, Identification of environmental aspects under normal conditions (Annex 4).

The generation of these residues is completely intertwined to company's activity so in many cases reduce them relatively would not be possible. For example, the number of tires discarded depends completely on company's activity. On the other hand, other cases as waste water generation depend, as well; on the efficiency the water which generates it is consumed.

4.2.2- Environmental Aspects Identified in Incidental Conditions.

The company establishes technical values that allow quantifying and qualifying the damage produced by an environmental aspect in incidental and accidental conditions.

- Frequency:
 1. More than 10 incidents a year: high frequency (50 points).
 2. Between 5 and 10 incidents a year: medium frequency (25 points).
 3. Other cases: low frequency (1 point).
- Duration:
 1. More than 6 hours uncontrolled: high duration (50 points).
 2. Between 1 and 6 hours uncontrolled: medium duration (25 points).
 3. Less than 1 hour uncontrolled: low duration (1 point).
- Gravity:
 1. It is required the use of external resources to solve the problem: high gravity (50 points).
 2. It is not required the use of external resources to solve the problem and the soil and bed are not polluted: medium gravity (25 points).
 3. Other situations with minor gravity: low gravity (1 point).
- Probability:
 1. Probability of happening more than once per year: high probability (50 points).
 2. Probability of happening once per year: medium probability (25 points).
 3. Probability of happening less than once per year: low probability (1 point).

The identified incidents or accidents are the following:

Fire	Emissions (combustion of oils, fuel, papers, plastics and, specially, tires). Spills (probable impact of barrels with
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	chemical substances). Waste (fire's vestiges). Noises (fire's noises). Consumption (water).
Explosion	Emissions (the same as a fire). Spills (probable impact of barrels). Waste (the other elements affected by the explosion). Noises (explosion). Consumption (water in some cases).
Flood	Spills (hazardous substances dragged by water). Waste (solids dragged by water).
Earthquake	Emissions (fire probability). Spills (probability of containers broken or overturned). Waste (produced by the overturn of containers). Noises (earthquake's noises).
Fuel leaks or chemical substances spills	Spills (produced by fuel or the spilled substance). Consumption (Sepiolite used to control leaks or spills).

Table 2. Potential accidents and their environmental impact considered by Talleres Inter S.L.

4.2.3- Legal Requirements.

Talleres Inter adheres to an environmental legislation which has four fields: European regulations, national regulations, community regulations and local regulations. There are listed below. They are enshrined within document FMM 5.2.4, Legal Requirements.

European regulations

Legislation	Description
Waste list	Waste list in accordance with a) Art. 1 council directive 75/442/EEC.
Council directive 75/439/EEC	Disposal of waste oils.

Council directive 91/156/EEC	Amending directive 75/442/EEC on waste.
Council directive 91/271/EEC	Urban waste water.
Council directive 91/689/EEC	Controlled management of hazardous waste.
Council directive 94/62/EC	Packaging and packaging waste.
Council directive 96/59/EC	Disposal of polychlorinated biphenyls (PCBs) and polychlorinated terphenyls (PCTs).
Decision 96/350/EC	Adapting annexes IIA and IIB to council directive 75/442/EEC.
Council directive 1999/31/EC	Landfill of waste.
Council directive 2000/53/EC	End-of live vehicles.
Council directive 2002/49/EC	Assessment and management of environmental noise.
Council directive 2005/20/EC	Amending council directive 94/62 EC about packaging and packaging waste.
Council directive 2006/12/EC	Council directive on waste.
Council directive 2008/33/EC	Amending council directive 2000/53/EC about End-of live vehicles
Council directive 2012/19/EU	Waste Electrical and Electronic Equipment.

Tabla 3. European regulations about environmental management compiled by Talleres Inter.

National regulations

Legislations	Description
Law 29/1985	There have been introduced adaptations derivative from consecutive law modifications.
Royal decree 849/1986	Regulations of hydraulic public domain.
Royal decree 1302/1986	Environmental impact evaluation.

Royal decree 11/1995	Urban waste water treatment.
Law 11/1997	Packaging and packaging waste.
Royal decree 486/1997	Minimum safety and health requirements within workplaces.
Royal decree 952/1997	Hazardous and toxic waste.
Royal decree 782/1998	Packaging and packaging waste.
Royal decree 833/1998	Approving the implementing regulations of law 20/1986 of hazardous and toxic waste.
Royal decree 1378/1999	Disposal of polychlorinated biphenyls (PCBs) and polychlorinated terphenyls (PCTs) and the equipments which contain them.
Resolution 13/2001	National plan for solid waste is approved.
Royal decree 1/2001	Blended text of water regulation.
RD 1383/2002	End-of live vehicles management.
MAM/304/2002 order	Valuation and disposal of waste and European waste list.
Law 37/2003	Noises.
Royal decree 117/2003	Limitation of organic and volatile compounds due to solvents use.
Royal decree 606/2003	Regulations of hydraulic public domain derivative from water regulation.
MAM 1873/2004 order	Approving official models for the declaration of waste and aspects about waste authorization are developed.
INT/249/2004 order	Regulates decontaminated end-of live vehicles.
Royal decree 208/2005	About electric and electrical devices and the management of their waste.
Royal decree 1619/2005	Disused tires management.
Royal decree 228/2006	Disposal of polychlorinated biphenyls (PCBs) and the equipment which contain them.
Royal decree	Recycling and valuation of packaging and packaging waste.

252/2006	
RD 679/2006	Regulation about industrial used oils management.
Royal decree 1367/2007	Development of law 37/2003 of noise about acoustic zonation, quality objectives and acoustic emissions.
Law 26/2007	Environmental responsibility.
Law 34/2007	Air quality and atmosphere protection.
Law 22/2011	Waste and polluted soils (repealed to law 10/1998).

Table 4. National regulations compiled by Talleres Inter S.L.

Community regulations

Legislation	Description
Law 2/1989	Environmental impact study.
Decree 54/1990	Gazetteer of irritating, unhealthy, damaging and hazardous activities.
Royal decree 266/94	Economic, financial and fiscal system of sanitation levy.
Royal decree 202/1997	Processing and approval of Valencian Community Integral Waste Plan.
Law 10/2000	Valencian Community Waste.
Decree 193/2001	Economic, financial and fiscal system of sanitation levy.
Law 7/2002	Protection against noise pollution.
Decree 2/2003	Production, possession and management of disused tires within Valencian Community.
Decree 266/2004	Prevention and correction regulations about noise pollution
24 May 2004 resolution with 18 February 2005 modifications	Regulation of telematics communications procedure of previous moves notifications and DCS by waste generators and managers.
Decree	Modification of environmental impact law 2/1989.

32/2006	
Decree 217/2006	Development of pollution prevention and environmental quality law 2/2006.
26 July 2006 resolution	Delegation of certain functions to Valencian Chamber of Commerce that fall under the General Office of Environmental Quality (previous moves notifications of hazardous waste, RP's minimization plans and company plans of packaging preventions).
Law 2/2006	Pollution prevention and environmental quality
Decree 29/2007	Regulation of partners companies functions in matters of environmental quality. The record is created and regulated.
21 May 2007 order	The record of affected facilities by royal decree 117/2003 is created and regulated by this order.
Decree 43/2008	Rules set for controlling the noise produced by motor vehicles regarding noise pollution.

Table 5. Valencian Community regulation about environmental management compiled by Talleres Inter S.L.

Local regulations

Legislation	Description
	Waste ordinance within the municipal sewer system of Nules.
According to 11/09/12 BOP	Municipal waste ordinance modification
According to 10/01/13 BOP	Punctual municipal waste ordinance modification

Table 6. Nules regulations about environmental management compiled by Talleres Inter S.L.

4.2.4- Goals and Objectives

The objectives set by Talleres Inter are compiled within FMM 5.2.13 document, Definition, planning and tracking of objectives and goals (Annex 4). They are based mainly on consumptions, water and electric consumption, as the most of environmental factors depend principally on company's working levels and it would be useless to establish a reduction objective as, for example, the amount of tires managed answers to the demand the company has. The proper environmental measure in this case would be the contracting of a company, with either the certification ISO 14001 or EMAS, specialized in well-worn tires management.

The objectives set by the company every four months in 2015 are:

- A 1% reduction of water consumption.
- A 1% reduction of electric consumption.

The objectives are updated every four months and their achievement is evaluated according to the principle of constant improvement required to obtain UNE-EN-ISO 14001 certification.

The goals set by the company in order to achieve the objectives are documented in FMM 5.2.13, Objectives planning (Annex 4). In 2015 the objectives are the following:

- -1% water consumption.
 1. Improve the use of water by installing drip irrigation.
- -1% electric consumption.
 1. Strengthen personnel raising awareness about a best electrical use.

Other goals established to achieve the same objectives in the past:

- -1% water consumption.
 1. Promoting a bigger personnel involvement regarding a more rational water use (September 2013).
 2. To remind the personnel periodically to employ water efficiently so they will get involved in this resource saving (May 2013).
 3. Continuing raising awareness about water rational use and a hand washing educational campaign (January 2013).
 4. Reinforcing the educational work contributing to a more rational water use (September 2012).
- -1% electric consumption.
 1. Monitoring permanently the sustainable use of electricity in each facility encouraging the optimization of sunlight (September 2013).
 2. Monitoring that air conditioning use during summer months accomplishes a real need (May 2013).
 3. Doing a control of the energy used each month so its use is adapted to a real need (May 2013).
 4. Initiating a replacement of the electrical circuit within the garage (May 2013).
 5. To achieve the 75 percent of an energy-saving electrical assembly into the garage (January 2013).

6. Making employees aware of the optimization of the electrical circuit in hours of real need (September 2012).
7. Optimizing sunlight during summer months by switching on the electrical circuit from six pm (September 2012).

4.3- Establishment and Functioning

4.3.1- Structure and Responsibilities

The responsibilities given to each employee about environmental management can be divided into procedures and each employee belongs to a department. Therefore, the following table (extracted from document FMM. 5.2.4, Environmental procedures) can be formed:

Procedure	Department					
	Management	Environment	Sales	Administration	Spare parts	Garage
Identification and evaluation of environmental aspects	X	X				
Identification of legal requirements		X				
Definition and planning of objectives and goals	X	X	X	X	X	X
Structure and responsibilities	X	X				
Training, sensivity and professional competence	X	X				
External and internal communication	X	X				
Documentation and record monitoring		X				
Operational control	X	X				
Emergency plan	X	X	X	X	X	X
Tracking and measuring	X	X				
Corrective and precautionary actions		X				
Environmental management system audit	X	X				

Table 7. Relation between environmental procedures and Talleres Inter S.L. departments.

4.3.2- Training and Professional Competence.

Talleres Inter manager is in charge of approving the training plan and the specific resources approved as well. However, the environmental director is in charge of this procedure and he also elaborates the annual training plan.

Training activities required by employees whose work could have a significant environmental impact are identified to assure their professional competence based on education, training and experience.

Procedure

1. A ticket for each employ is made when incorporated into the work area. This ticket is compiled within document FM 9.2.17, Personnel ticket format.
2. Training necessities for each employ are identified as in each work environmental training necessities are different.
3. Every training necessity detected as well as the activities aimed to realize them will be compiled within document MM 5.1.2, Training plan, so the training plan for a specific period will be accomplished.
4. Talleres Inter evaluates the adaptation and efficiency of each training activity towards planned goals. This evaluation is compiled through document FMM 9.2.21, Activity training report format (Annex 3).

4.3.3- Communication

There are there types of communication: internal, towards suppliers and clients and towards administration.

- Internal communication is carried out with company's members by informative meetings or debates. All the information needed and generated within the environmental management system, which must be known in the company, will be acquired with minutes of internal meetings and spread according to Procedure 6.1.7 (Documentation and record monitoring).
- Communication towards clients and suppliers concerning environmental management system will be carried out by notices and documents.
- Communication towards administration will be carried out in writing intended for the corresponding addressee by the correspondent channel, set by the addressee, demanding and attaching the document's entrance record, required or not by the administration.

4.3.4- System Documentation

Documentation regarding environmental management and certification is produced and compiled within company's offices together with the remaining documents.

Each procedure, regulation and order taken by the company is stated within the manual.

Procedures have the identification PRM and the documents within environmental management manual MM. The forms used to the environmental management system will have the identification FMM.

Current documents are identified in the shelves of the office but outdated documents are in a company's store. In the annex are attached different examples of documented procedure.

4.3.5- Operational Control

Defining the methodology is the main objective in order to accomplish policy, objectives and goals, establishment and maintenance of products and services and all the activities considered within the environmental management system will be identified and described too.

This procedure is documented in PRM 6.1.8, Operational control (Annex 5). It must be applied throughout the company and an emphasis is done about the key elements mentioned above.

The main key elements compiled within the manual, in the Operational control section, are the following:

- Administration: administrative staff must perform waste separation and, once a week, office containers are moved away and emptied in the containers of the waste area. The waste is separated by types.
- Authorized dealers: Talleres Inter checks if its suppliers are coherent with their environmental policy. Therefore, before contracting or purchasing their products and services Talleres Inter will evaluate them by an homologation environmental questionnaire. The main objective is to discover the current state and the usual practices of the supplier or manager. Document FMM 5.2.15, Homologation environmental questionnaire of suppliers and subcontractors (Annex 1), includes questions which inform about ISO 14001 and ISO 9000

introduction in the supplier company. Subsequently, the supplier is visited to check his environmental aspects and the concordance with Talleres Inter policy. The process is documented within FMM 5.2.16, Visit report.

- Sales and subcontracting management: in this document the way of managing sales is described.
- Receipt of raw materials or manufactured products: when products or raw materials are received purchases responsible inspects each acquired product to assure they are in perfect packaging conditions and received in reusable packaging or containers given by waste managers. If there is any non-conformity or defect in the product the environmental manager will set up a non-conformity and pick it up according to procedure 6.1.11, Corrective and precautionary actions.
- Manufacturing process: during the workday workers are in charge of classifying and deposit suitably waste and spills. At the end of the work day cleanliness responsible ensures that there are not spills or waste scattered over the ground and he also assures they are within their corresponding containers. If there are waste or spills scattered he will collect them and deposit them within their corresponding containers. Additionally, at the end of the work day waste area responsible collects waste and spills from production plant containers and they are transported to company's waste and spills area. They are distributed according to waste or spill type.
- Waste management: each member of Talleres Inter who has to manage a waste, either by owns generation or responsibilities assignation, must notify it to environmental director. The managers who manage the different residues are compiled within document FMM 5.2.18; Authorized waste managers list (Annex 4). Environmental director is in charge of requesting the appropriate waste manager when facing a waste management necessity according to the legislation established for each residue. When the waste has to be collected the managing company will prepare and complete the documentation regarding each waste under the conditions laid down by competent organizations.
- Cleaning equipment: environmental responsible takes on the responsibility of company's equipment proper functioning. In this case, takes on the responsibility of the sewage plant and oil treatment system.

4.3.6- Emergency Plan

The objective of Talleres Inter emergency plan is to respond when facing potential accidents and emergency situations in order to prevent them and reduce possible impacts.

Issues resulting from emergency situations, detected by the company, are the following:

- Fires: extinguishers and fire hydrants, which are scattered around the company, are available to workers. Therefore, depending on fire's gravity workers will try to extinguish it by using those extinguishers and fire hydrants or they will evacuate the company and call the firefighters.
 1. If fire has little impact it will be extinguished with extinguishers and fire hydrants.
 2. If fire has little impact but high risk firefighters will be called intermediately meanwhile the company is evacuated.
 3. If fire has great impact the same as in the point above will be done.
- Floods: company will act accordingly to flood type:
 1. Produced by pipes break or leak: company will try to reduce it by its own means and call the firefighters if needed.
 2. Produced by hazardous substance leak: company will try to reduce it by its own means if possible without endangering workers health. Otherwise, firefighters will be called.
 3. Produced by a natural process: workers will be evacuated if possible. Otherwise, they will be lead to an elevated area.
- Explosions: two types of explosions can occur:
 1. Little impact explosions: workers will warn the personnel and cut facility's power.
 2. Great impact explosions: company will be evacuated in order to keep workers out of harm as future explosions could occur.
- Earthquakes: intervention will depend on the type of tremor:
 1. Weak tremors: environmental responsible will decide if tremors are powerful enough to affect infrastructure. Otherwise, the intervention will be limited to stop production processes.
 2. Powerful tremors: company will be evacuated and firefighters called.
- Fuel leaks or chemical substances spills: before responding the gravity of the leak or spill will be taken into account:

1. Little leak or spill impact: workers will control the situation.
2. Great or medium leak or spill impact: this kind of leak must be cleaned as soon as possible as well as cleaning all the elements stained by the substance. If the product is supplied by other company, the environmental responsible will contact them to discover the best way of acting.

4.4- Corrective and Precautionary Actions

4.4.1- Tracking and Measuring

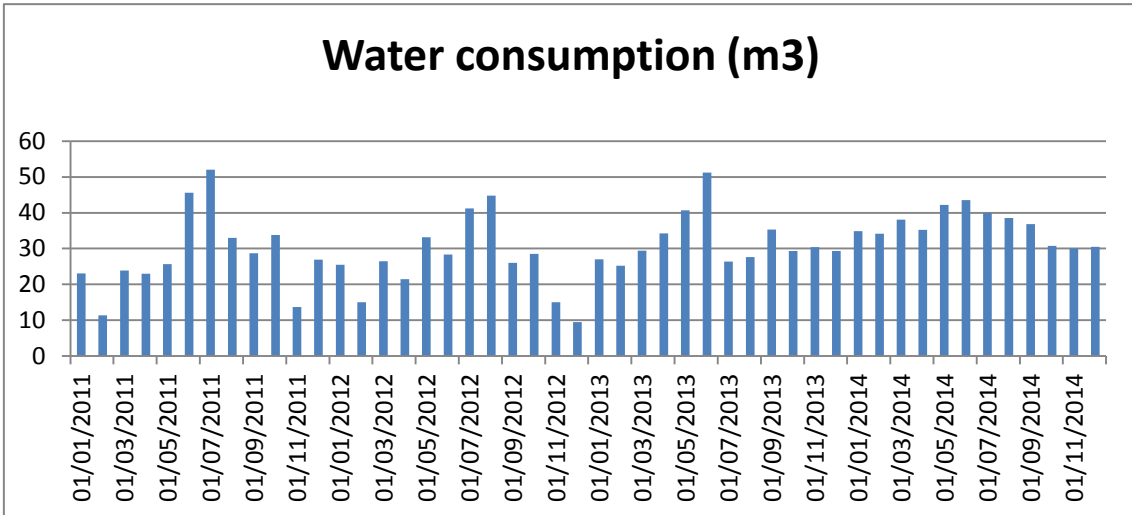
While some environmental aspects are measured using internal information, others are measured with the aim of their reduction as well. For example, Talleres Inter measures water and electric consumption using those objectives: objective achievement and internal information. On the other hand, with some residues as for example tires, whose production cannot be controlled, the action is delimited to register the activity, with the aim of internal information, as the suitable environmental actions in this case depend on if the manager hired has any environmental certification as ISO 14001 or EMAS.

Water consumption

Talleres Inter monitors two aspects:

Water consumption: with water meters which give accurate data on water consumption. The environmental responsible commends once a month a data compilation regarding water consumption and waste water production.

Treatment system monitoring: a subcontracted company will carry out an analysis of the water coming from the treatment system annually. PH value and suspended solids will be measured.

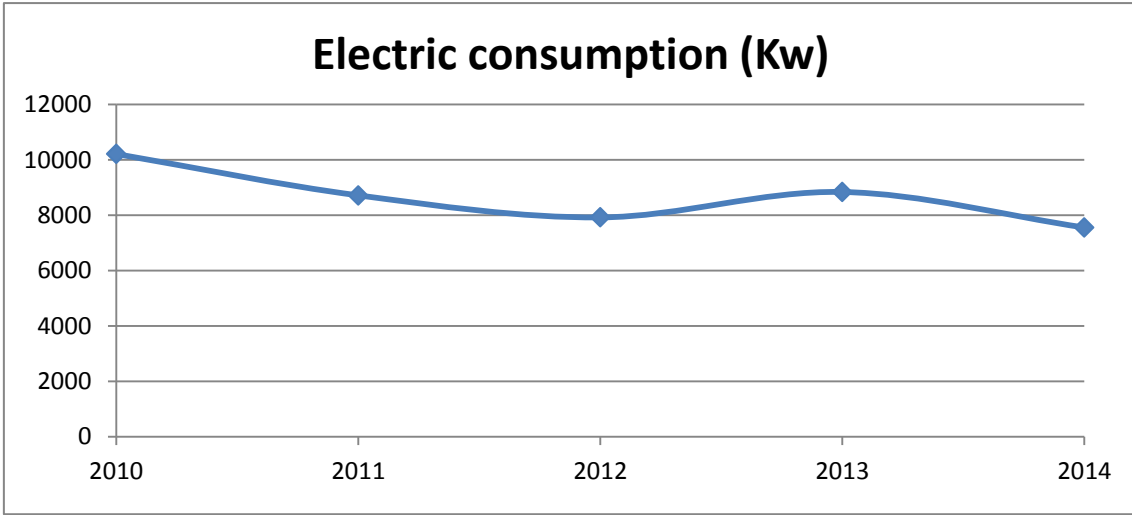


Graphic 1. Water consumption measuring within Talleres Inter S.L since 2010 until 2014.

Water consumption evaluation				
	2011	2012	2013	2014
Average consumption (m³)	340,52	315	386	434,8

Electric consumption

Once a month the environmental director will collect the data directly from the electricity meter and he will compile this data within document FMM 5.2.21, Electricity tracking and measuring (Annex 4).



Graphic 2. Electricity consumption measurement in Talleres Inter S.L.

Electric consumption evolution					
	2010	2011	2012	2013	2014

Average consumption (Kw)	10212,24	8717,5	7921,03	8840,72	7555,69
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It would be recommendable to make a statistical study, in order to achieve a best electricity consumption management, about objectives accomplishment degree regarding water and electric consumption. At first sight it can be observed that the growth of consumption happened from 2010 to 2013. In 2013 many measures were taken in that regard, which are explained at point *Consumptions*, and they helped so that electricity consumption reached the lowest point since 2010.

Waste generation

The following residues belong to a type of residue whose percentage is calculated in proportion to the activity accomplished, at the end of the period, with intent to being able of establishing objectives aimed at the period ahead. They can be used in order to improve efficiency. Once a month the environmental responsible will complete document FMM 5.2.19, Waste management, in which the amount and type of waste will be specified.

- Aerosols.
- Non-halogenated organic solvents.
- Watery cleanliness liquids.
- Metallic and plastic containers.
- Polluted rags and absorbents.

Improvement calculation relating to efficient use:

$$\frac{\text{Waste generated (nº of units) } t}{\text{Activity level (€) } t} - \frac{\text{Waste generated (nº of units) } t-1}{\text{Activity level (€) } t-1}$$

It would be convenient for the company to make ratio evolution studies about waste generation as the company could achieve a more efficient tracking as well as knowing which residue has been reduced, which one keeps stable and which one grows.

Noise pollution

Measurements are taken inside and outside the company. A subcontracted company will be in charge of the measuring by visiting Talleres Inter facilities, every five years, in order to measure the noise.

The lack of information stops from analyzing the evolution of noise pollution through time.

4.4.2- Environmental Management System Audit.

There are two types of environmental audits: internal and external.

- An external environmental audit is performed by professionals independent from the company.

The objective is to:

1. Check if each department and level within the company follows the procedures and technical standards established.
2. Determine the acceptance degree of the audited management system.
3. Evaluate management system ability to assure the compliance of legal, regulation and contractual requirements, achieving goals and proposing corrective and improvement actions.

The ones who use the information within the external audit verdict are the owners and anyone who could be interested in company environmental development as suppliers, clients, citizens, administrations, and so on.

- An internal environmental audit is a tool of the company to exercise control over the company itself independently. Its objective is to check planning and programs compliance as well as evaluating internal controls. The information obtained is directed towards management and collaborators.

In order to carry out an audit Talleres Inter distinguishes among the following sections described in the document PRM 6.1.12, Environmental management system audit (Annex 5):

- System audits: they are in charge of verifying system's integrity in relation to regulation ISO 14001.
- Auditors: in the document FMM 5.1.4, Qualified auditors rate, are compiled the persons qualified to carry the audit out.

- Audits planning: before the end of the current year the director will plan environmental management system audits for the following year. This planning considers:
 1. An environmental audit once a year, compiled within document FMM 5.2.27, Audits planning format.
 2. Audit type.
 3. Audit significance.
 4. Designated place to carry the audit out.
- Audit preparation: the auditor in charge of the audit will compile and analyze available documentation about the objective and significance of the audit (regulations, environmental management manual chapters, procedures, works which need special attention and execution schedule).
- Audit execution:
 1. Starting meeting in order to cast light on possible questions.
 2. Audit development.
 3. Final meeting. The observations made are shown so audit results can be clearly understood.
- Audit report: it is documented by document FMM 5.2.28, Audits report format, with the following information.
 1. Report number according to code.
 2. Audit objective and significance.
 3. Audited elements.
 4. Audited documents.
 5. Work documents used.
 6. Audit program.
 7. Participants identification, both auditors and audited.
 8. Execution schedule.
 9. Report announcement schedule.
 10. Nonconformities detected.

4.4.3- Nonconformities and Corrective Actions

When facing nonconformities corrective actions are taken. They are compiled within document FMM 5.2.22, Corrective actions plan format, and document FMM 5.2.23, Nonconformity report and corrective action format.

Environmental director as well as the managers of the audited areas will gather on schedule to study the results reflected in the audit report and determine corrective actions plan compiled within the previous document. Each manager will decide the possible corrective actions in each case and the establishment schedule: taking on the responsibility of their execution and tracking.

In many cases actions to prevent a possible nonconformity will be performed. These actions are denominated Precautionary actions. They are documented within FMM 5.2.24, Precautionary action report format, and their action within document 5.2.25, Precautionary action plan format.

Procedure PRM 6.1.11, Precautionary and corrective actions, describes tracking and closing procedures of precautionary and corrective actions.

4.5- Revision by Direction

Environmental director is in charge of checking the environmental management system during the first three months of the year.

The objective of this revision is to detect if changes about policy, objectives, system elements, circumstances and constant improvement commitment are needed, according to audit results. It takes the following elements into account:

- Internal audits results, legislation compliance evaluations as well as other commitments required by Volvo and the company itself.
- Communications of the external interested parts, complaints included.
- Company's environmental performance.
- Objectives and goals compliance degree.
- Precautionary and corrective actions phase.
- The tracking of the actions resultant from previous inspections carried out by management.
- Improvement recommendations.

The results of the inspections include all the actions and decisions made related to possible changes in the environmental policy, objectives, goals and more elements regarding the environmental management system.

This inspection is documented in the document FMM 5.2.8, Revision by direction, (Annex 4).

Conclusions

Certification UNE-EN-ISO 14001 demands an environmental care degree, the compliance of the current law and a constant improvement commitment of the activities carried out by the company. Talleres Inter has accomplished these requirements, which is demonstrated in the audits carried out by AENOR. Possessing this certification grants competitive advantage as the amount of companies which need it to compete in the market is increasing. In fact, their suppliers need to possess this certification as well and, consequently; company networks of companies which possess this certification are created much more quickly.

Once the analysis of the situation that Talleres Inter has, regarding environmental management, has concluded it can be said that it is a company which has a real social and commercial commitment. The company carries out many activities allocated to environmental care covering most of the requirements imposed as for example: hiring a manager with environmental certifications for each residue generated by the company, monitoring electric consumption so that it decreases every year, developing an emergency plan to minimize potential accidents impacts, and so on.

However, it must be said that there are environmental management points the company could improve as researching ways of accomplishing a more efficient water use and decreasing gradually its consumption. This consumption has not been reduced in four years. Another improvement could be to carry out a more thorough control about environmental aspects as waste by elaborating a register of waste generated writing down each operation at the moment it has been done. Another one could be reducing emissions and noises.

The company shows a degree of short-sightedness when comparing the evolution of water and electric consumption. The high price of electricity requires a more substantial expense than water consumption, which is reflected in the income statement. This is the reason why the company has given much more priority to adopting measures to reduce electric consumption than measures to reduce water consumption.

Summarizing their main environmental behaviors we must underline that since Talleres Inter is an automobile repair shop most of the residues generated depend

completely on the work done. Therefore, there are fewer factors to have under control as for example reducing emissions, monitoring consumptions or improving the efficiency when using several materials.

As Talleres Inter belongs to Volvo the future update of certification UNE-EN-ISO 14001 is granted. VOLVO also demands that Talleres Inter suppliers have the certification as its international image gives market guarantees to companies as Talleres Inter. It is considered highly important that the company goes straight on updating the certification. Besides the fact that with this certification the company saves resources significantly, it will offer a good image towards clients, locality and more interested agents.

Annex 1. Documentation provided by the company

- Audit Report 2014.
- Compilation of relevant environmental legislation.
- Environmental management certificate.
- Environmental management formation receipt.
- Environmental management manual.
- Historical description of the company.
- List of waste generated by the company.
- Organization chart of the company.
- Procedures manual of the company.

Annex 2. Environmental management certificate

Certificado

Norma de aplicación **ISO 14001:2004**

Nº registro certificado 3.00.06032

TÜV Rheinland Ibérica Inspection, Certification & Testing S.A.
certifica:

Titular del certificado: **ABELLO LINDE, S.A.**
Bailén, 105
E-08009 Barcelona

[con las ubicaciones / empresas incluidas en el anexo]

Ámbito de aplicación: Desarrollo, producción, envasado y distribución de gases técnicos, medicinales y especiales; comercialización de materiales, componentes y equipos; proyecto y realización de instalaciones en clientes.

Mediante auditoría realizada, según consta en el informe nº 06032 se verificó el cumplimiento de los requisitos recogidos en la norma ISO 14001:2004.

La fecha límite para la auditoría de seguimiento es 30-09 (dd-mm).

Validez: Este certificado es válido desde 2009-10-31 hasta 2012-10-31.
Fecha de primera certificación 2000-11-17.

Rev. 1. Este certificado sustituye al emitido en fecha 2009-10-26.

2010-03-29  TÜV Rheinland Ibérica Inspection, Certification & Testing S.A.
Garrotxa, 10-12 - E-08220 El Prat de Llobregat

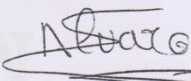

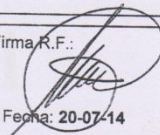
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Environmental management certificate UNE-EN-ISO 14001

Annex 3. Manual format extract

TALLERES INTER, S.L.			
INFORME DE ACTIVIDAD DE FORMACIÓN			
Página 1 de 1	FM 9.2.21	Versión : 1	Fecha 10-01-14
REALIZACIÓN DE LA FORMACIÓN			
ASISTENTE: Alvaro Royo Palasi		DEPARTAMENTO: Taller	
TÍTULO: Charla de Sensibilización Ambiental del Orden, Limpieza, gestión de Residuos y Neumáticos y fuera de Uso			
ORGANIZADO POR:	<input type="checkbox"/> EXTERNA	ENTIDAD:	
	<input checked="" type="checkbox"/> INTERNA	DEPARTAMENTO: Ambiental	
LUGAR: Nuies	FECHA: 20-07-14	DURACIÓN (DÍAS/HORAS): 2Hrs.	
SE ADJUNTA:	PROGRAMA (FOLLETO, RESUMEN, ETC.)	SI <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
	CERTIFICADO ASISTENCIA/APROVECHAMIENTO	SI <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
VALORACIÓN DEL PARTICIPANTE:			
SE HA CUMPLIDO EL PROGRAMA	SI <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	
LOS CONOCIMIENTOS Y CAPACIDAD DEMOSTRADA POR EL PROFESOR HAN SIDO SATISFATORIOS	SI <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	
LA DURACIÓN ENTRE CONTENIDOS Y DURACIÓN HA SIDO ADECUADA	SI <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	
LOS CONOCIMIENTOS ADQUIRIDOS SON ÚTILES Y APLICABLES EN EL TRABAJO.	SI <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	
COMENTARIOS: (Explicar las respuestas negativas y todas las opiniones y sugerencias que desee hacer constar)			
			Firma del asistente:
			
EVALUACION DE LA FORMACIÓN:			
Se han cumplido las expectativas de forma positiva			
COSTE REAL:	Euros.		Firma R.F.:
			
			Fecha: 20-07-14

FM 9.2.21 Training activity report.

Annex 4. Environmental management formulary extract


TALLERES INTER, S.L.			
REVISIÓN POR LA DIRECCIÓN.			
Página 1 de 5	FMM 5.2.8.	Versión : 1	Fecha 10-02-04

REVISIÓN POR LA DIRECCIÓN DEL SISTEMA DE GESTIÓN AMBIENTAL

1. Fecha.
Nules 15 de Febrero de 2011.

2. Asunto.
Revisión del sistema de gestión ambiental correspondiente al período Enero-Diciembre 2010.

3. Asistentes.

NOMBRE Y APELLIDOS.	FIRMA
MARI CARMEN VÁZQUEZ CUBEDO	
SECUNDINO VÁZQUEZ CUBEDO	

4. Documentos revisados.

- Auditorias
- Evaluación del cumplimiento de la legislación
- Desempeño Ambiental
- Objetivos
- Quejas
- Acciones correctivas y preventivas
- Acciones de mejora.
- Seguimiento de revisiones por la dirección
- Cambios
- Resultados de la revisión.
- Conclusión

5. Elementos de entrada.

5.1 Resultados de las auditorias

Se han realizado dos auditorias externas del sistema (auditoria 2º seguimiento y auditoria de renovación) y una auditoria del sistema

De las auditorias externas surgieron ocho no conformidades, en la actualidad se encuentran cerradas.

De la auditoria del sistema de gestión ambiental, se ha detectado una no conformidad, la cual se encuentra también cerrada.

Environmental management formulary. FMM 5.2.8, Revision by direction 1/2.

TALLERES INTER, S.L.

REVISIÓN POR LA DIRECCIÓN.

Página 2 de 5

FMM 5.2.8.

Versión : 1

Fecha 10-02-04

2

5.2 Evaluación del cumplimiento de los requisitos legales y otros requisitos.

Se ha realizado una evaluación de todos los requisitos legales que aplican a la organización, con objeto de comprobar su adecuado cumplimiento y detectar nuevos requisitos, observando que se encuentran todos los requisitos recogidos y aplicados.

Hemos detectado durante el año 2.010 cinco nuevos requisitos publicados aplicables a nuestra organización los cuales hemos incorporado:

- "Decreto 2090/2008", "Desarrollo parcial de la Ley 26/2007 de Responsabilidad Medioambiental".
- "Orden ARM / 1312/2009" "Sistema para el control efectivo de los volúmenes de agua utilizados por los aprovechamientos de agua de dominio público hidráulico, de los retornos al citado dominio público hidráulico y de los vertidos al mismo.
- "Modificación ANEXO II Directiva 2000/53/CE" "Relativa a los vehículos al final de su vida útil.
- "Real Decreto 943/2010" "Que modifica el RD 106/2008. Sobre pilas y acumuladores y la gestión ambiental de sus residuos.
- "Real Decreto 795/2010" Comercialización y manipulación de gases fluorados y equipos basados en los mismos y certificación de profesionales que los utilizan.

Una vez extraídos los requisitos del cumplimiento de la nueva legislación para con la organización, se ha evaluado su cumplimiento y en todos los casos que las circunstancias tanto de la administración como de la organización lo han permitido se cumplen los requisitos. Estamos pendientes de que la administración de cumplimiento de la Orden ARM 1312/2009, y al Real Decreto 795/2010, para poder terminar de dar cumplimiento a los requisitos mencionados.

5.3 Desempeño ambiental

El desempeño ambiental por parte de nuestra organización es adecuado a los requisitos legales que le aplican y a los requisitos de la norma de referencia.

Se ha procedido al cumplimiento de las nuevas exigencias en la metodología para la presentación telemática ante la administración de los "Documentos de control y Seguimiento de los residuos peligrosos, siendo en estos momentos la presentación de dichos documentos de forma telemática.

Cabe mencionar el desfase al cierre del ejercicio del volumen del agua residual con el agua consumida, esto es debido a que la lectura del contador y la gestión del agua residual no coinciden en el tiempo, debido a que a finales del 2.009, no se procedió a la recogida del agua correspondiente al último período 2009 y dicha agua se reciclo a principios de 2010

5.4 Objetivos y metas

De los objetivos que se habían propuesto para el año 2.010: Disminución del consumo de electricidad y reducción del consumo de agua ambas en 1%.

- La reducción del consumo de electricidad durante todo el período 2.010 no solo se ha cumplido el objetivo sino hemos disminuido dicho consumo frente al ejercicio 2.009 en un 9 %, por lo que

Environmental management formulary. FMM 5.2.8, Revision by direction 2/2.

TALLERES INTER, S.L

IDENTIFICACIÓN DE ASPECTOS AMBIENTALES EN CONDICIONES INCIDENTALES O ACCIDENTALES.

Página 1 de 1 FMM 5.2.11. Versión : 3 Fecha 04-01-10

INCIDENTES O ACCIDENTES.	IMPACTOS AMBIENTALES.				
	Emisiones.	Vertidos.	Residuos.	Ruido.	Consumos.
Incendios	Provocadas por la combustión de aceites o gasolina Provocadas por la combustión de papeles, plásticos o basura Provocadas por combustión de neumáticos.	Provocados por la afección del fuego a algún envase, barril o contenedor que contenga sustancias químicas	Producidos por los restos quemados de envases de plástico, papeles, equipos electrónicos, neumáticos etc.	Producido por los sonidos propios de un incendio	Agua. Para intentar sofocar el incendio
Explosión	Las mismas que las de incendios, si como consecuencia de la explosión se produce un incendio	Causados por la rotura de algún envase que contenga alguna sustancia química o peligrosa (líquido de frenos o ácido sulfúrico)	Causados por los restos de la explosión de metales u otros materiales deteriorados por la explosión Las mismas que las de incendios, si como consecuencia de la explosión se produce un incendio	Producido por el estallido de la explosión.	Agua. Para intentar sofocar las posibles llamas, posteriores, a la explosión
Inundación	Ninguna	Producido por el líquido culpable de la inundación, siempre y cuando, dicho líquido pueda catalogarse como vertido Producido por el arrastre de sustancias peligrosas por el agua	Producidos por el arrastre de residuos sólidos por el agua (cristales, papeles, chatarra, envases de plástico, etc).	Ninguno	Ninguno
Terremoto	Producidas por un posible incendio derivado del terremoto	Producidas por la volcadura o rotura de algún envase que contenga sustancias químicas o peligrosas	Producidos por la volcadura de contenedores, depósitos, etc que contengan residuos (papeles, envases, etc).	Producido por el ruido propio de un terremoto y por el desastre causado por este	Ninguno
Fugas de combustibles o derrames de sustancias químicas	Ninguna	Producido por el combustible o sustancia derramada (hidrocarburos, ácido sulfúrico, líquido anticongelante, etc).	Ninguno	Ninguno	Sepiolita utilizada para controlar la fuga o el derrame

Página 1 de 1 Doc: FMM 5.2.11 Versión : 1 Fecha 24-01-14

Environmental management formulary. FMM 5.2.1, Identification of environmental aspects in incidental or accidental conditions.

TALLERES INTER, S.L

IDENTIFICACIÓN DE ASPECTOS AMBIENTALES EN CONDICIONES NORMALES.

Página 1 de 2

DATOS.

ACTIVIDADES.	IMPACTOS AMBIENTALES.					
	Emisiones.	Vertidos.	Residuos.	Ruido	Consumos	Cantidad A/A.
Arreglo de desperfectos (Causados por accidente)		Aguas residuales.	Cristales, chatarra, cables, Sprays aflojatodo	Radial	Electricidad, agua.	Electricidad consumida: 90.912Kw Agua consumida 65000
Cambio de aceite		Aceites, aguas residuales, residuos de hidrocarburos, lubricantes.	Filtros de aceite, envases de aceites, Papel contaminado, envases de lubricantes, Tierras Contaminadas	Herramientas	Agua	Aceite Usado: 26.800 Kgs. Filtros aceite: 5.636Kgs. Tierras contaminadas: 0 Kgs. Envases (Total plásticos): 440 Kgs. Papel contaminado (0 Kgr.)
Cambio de baterías		Acido sulfúrico	Baterías, envases de ácido sulfúrico.	Herramientas		Baterías: 3.700 kgs.
Cambio de refrigerante		líquido anticongelante.	Envases de líquido anticongelante,	Herramientas		Líquido anticongelante 6.200 Kgs.
Recibo de material de trabajo			Envases, embalajes de cartón, embalajes de plástico y madera			Cartón: 1.500kg Madera/plast 15.860 kgs
Limpieza de piezas y otros		Aguas residuales, grasas, aceites, líquidos de limpieza, sprays de limpieza, lodos de depuradora Agua con Hidrocarburos	Papel Contaminado		Agua	Solución acuosa de limpieza: 1.000 Agua con hidrocarburos 220 Papel Contaminado: 0 Kgr
Oficinas	CFC's	Aguas residuales	Basura asimilable a urbana, toners, cartuchos	Equipos electrónicos	Agua, electricidad.	15.75kg

Página 1 de 2

Doc: FMM 5.2.10

Versión : 10

Fecha

10-01-13

Environmental management formulary. FMM 5.2.12, Identification of environmental aspects in ordinary conditions.

FMM 5.2.13 DEFINICIÓN, PLANIFICACIÓN, EJECUCIÓN Y SEGUIMIENTO DE LOS OBJETIVOS Y METAS.

TALLERES INTER, S.L

DEFINICIÓN, PLANIFICACIÓN, EJECUCIÓN Y SEGUIMIENTO DE LOS OBJETIVOS Y METAS PARA 2013

Página 1 de 1 | Datos FMM 5.2.13. | Versión : 6 | Fecha 05-09-13

Objetivo	Medición	Meta	Medición de la meta	Responsable	Periodo	Acciones	Seguimiento	Coste ó Recursos	Resultado
Lograr la reducción en el gasto eléctrico	<ul style="list-style-type: none"> Kwh./persona kw./horas trabajadas 	1%	mensual	Director Ambiental	Sept-Dic	-Refuerzo de la concientización del personal en cuanto a una mejor utilización de la electricidad	Cuatrimest		No se logró el Objetivo.
Rebajar el consumo de agua	Ltr/persona	1%	mensual	Director Ambiental	Sept-Dic	Mejorar el uso del agua destinada al riego del jardín, mediante la instalación del "riego por goteo"	Cuatrimest.		Impartiendo riego por goteo

Environmental management formulary. FMM 5.2.13, Definition, planning, execution and tracking of objectives and goals.

TALLERES INTER, S.L

LISTADO DE GESTORES DE RESIDUOS AUTORIZADOS.

Página 1 de 1 Datos FMM5.2.18 Versión : 1 Fecha 10-01-14

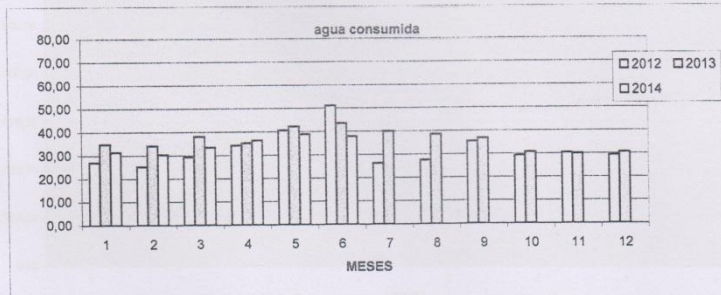
Nombre de la empresa	Residuo que gestiona	Nº Teléfono/Fax
MAGMA TRATAMIENTOS, S.L.U	- Líquido anticongelante. - Filtros de aceite. - Absorbentes contaminados - Envases metálicos y de plástico. - Agua con Hidrocarburos. - Aceite Usado. - Cristales. - Tierras Contaminadas. - Madera - Plástico - Cartón - Papel - Inertes - Acumuladores de NI-CD	961 400 066 / 961 402 072
Safety-kleen España, S.A	- Disolvente organico no halogenado - Líquido acuoso de limpieza	961 234 409 / 961 232 411
Urbamar,	- Aceite Usado - Aguas con hidrocarburos	963 678 617 / 963 674 508
FCC ámbito, S.A.	- Lodos Lavado vehiculos - Lodos fosas sépticas - Aguas Residuales	964 53 01 81 / 964 53 69 14
Ema - Poveda, S.L.U	- Neumáticos Usados	961665580
Reyval Ambient	-Lodos procedentes de agua residuales	964 36 08 20 / 964 36 31 62
Innovación y gestión medioambiental s.l.	- Transformador con PCB	964696962/964696326
Sucesores de Juan Aguilar, S.L.	- Baterías	964 21 47 01 / 964 20 43 06
Reco - Aragonesa de reciclados informaticos, S.L.	- Toners usados	961 858 911 / 654 152 632
Brosovi transporte	-Aguas residuales	672260181
Great Service	-Aguas Residuales	672260181
Ecogestval, S.L	-Baterías	902 737 421 fax 962 624 090
Rechilbur, S.L.U.	Chatarra	645262749
Netejes Industriales Bort, s.l	Aguas Residuales	964534089
Aguilar Metal Recicling	Chatarra	962683344

Página 1 de 1 Doc: FMM 5.2.18 Versión : 1 Fecha 10-01-14

Environmental management formulary. FMM 5.2.18, Waste managers list.

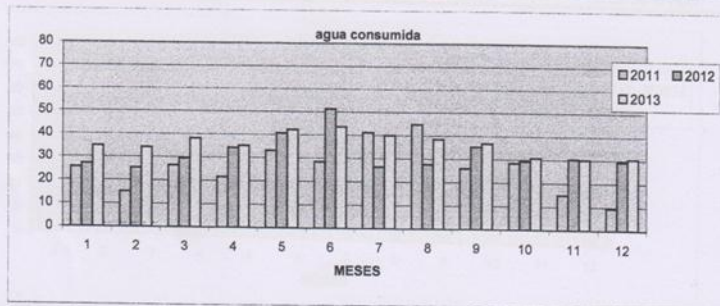
TALLERES INTER, S.L.
SEGUIMIENTO Y MEDICION

FECHA	REALIZADO	LECTURA M ³	CONSUMO PERIODO
2012/01/31	Secundino Vázquez	2182,00	27,00
2012/02/29	Secundino Vázquez	2207,18	25,18
2012/03/31	Secundino Vázquez	2236,62	29,44
2012/04/30	Secundino Vázquez	2270,85	34,23
2012/05/31	Secundino Vázquez	2311,49	40,64
2012/06/30	Secundino Vázquez	2362,70	51,21
2012/07/31	Secundino Vázquez	2389,04	26,34
2012/08/31	Secundino Vázquez	2416,64	27,60
2012/09/30	Secundino Vázquez	2452,00	35,36
2012/10/31	Secundino Vázquez	2481,30	29,30
2012/11/30	Secundino Vázquez	2511,70	30,40
2012/12/31	Secundino Vázquez	2541,00	29,30
2013/01/31	Secundino Vázquez	2575,83	34,83
2013/02/28	Secundino Vázquez	2610,02	34,19
2013/03/31	Secundino Vázquez	2648,15	38,13
2013/04/30	Secundino Vázquez	2683,35	35,20
2013/05/31	Secundino Vázquez	2725,55	42,20
2013/06/30	Secundino Vázquez	2769,13	43,58
2013/07/31	Secundino Vázquez	2809,12	39,99
2013/08/31	Secundino Vázquez	2847,62	38,50
2013/09/30	Secundino Vázquez	2884,48	36,86
2013/10/31	Secundino Vázquez	2915,21	30,73
2013/11/30	Secundino Vázquez	2945,29	30,08
2013/12/31	Secundino Vázquez	2975,80	30,51
2014/01/31	Secundino Vázquez	3007,10	31,30
2014/02/28	Secundino Vázquez	3037,41	30,31
2014/03/31	Secundino Vázquez	3070,81	33,40
2014/04/30	Secundino Vázquez	3107,17	36,36
2014/05/31	Secundino Vázquez	3146,11	38,94
2014/06/30	Secundino Vázquez	3183,96	37,85
Página 1 de 1	Doc: FMM 5.2.20	Versión: 1	Fecha: 30-04-06



Environmental management formulary. FMM 5.2.20, Tracking and measuring of water consumption.

TALLERES INTER, S.L.			
SEGUIMIENTO Y MEDICION			
Página: 1 de 1	FMM 5.2.20.	Versión: 1	Fecha: 30-04-06
AGUA CONSUMIDA			
FECHA	REALIZADO	LECTURA M ³	CONSUMO PERIODO
2009/12/31	Secundino Vázquez	1498,57	36,14
2010/01/31	Secundino Vázquez	1521,65	23,08
2010/02/28	Secundino Vázquez	1533,00	11,35
2010/03/31	Secundino Vázquez	1556,91	23,91
2010/04/30	Secundino Vázquez	1580,82	23,91
2010/05/31	Secundino Vázquez	1606,44	25,62
2010/06/30	Secundino Vázquez	1652,00	45,56
2010/07/31	Secundino Vázquez	1704,00	52,00
2010/08/31	Secundino Vázquez	1737,00	33,00
2010/09/30	Secundino Vázquez	1765,71	28,71
2010/10/31	Secundino Vázquez	1799,49	33,78
2010/11/30	Secundino Vázquez	1813,13	13,64
2010/12/31	Secundino Vázquez	1840	26,87
2011/01/31	Secundino Vázquez	1865,47	25,47
2011/02/28	Secundino Vázquez	1880,53	15,06
2011/03/31	Secundino Vázquez	1907,00	26,47
2011/04/30	Secundino Vázquez	1928,50	21,5
2011/05/30	Secundino Vázquez	1961,66	33,16
2011/06/30	Secundino Vázquez	1990,00	28,34
2011/07/30	Secundino Vázquez	2031,20	41,20
2011/08/31	Secundino Vázquez	2076,00	44,80
2011/09/30	Secundino Vázquez	2102,00	26,00
2011/10/31	Secundino Vázquez	2130,50	28,50
2011/11/30	Secundino Vázquez	2145,50	15,00
2011/12/31	Secundino Vázquez	2155,00	9,50
2012/01/31	Secundino Vázquez	2182,00	27,00
2012/02/29	Secundino Vázquez	2207,18	25,18
2012/03/31	Secundino Vázquez	2236,62	29,44
2012/04/30	Secundino Vázquez	2270,85	34,23
2012/05/31	Secundino Vázquez	2311,49	40,64
2012/06/30	Secundino Vázquez	2362,70	51,21
2012/07/31	Secundino Vázquez	2389,04	26,34
2012/08/31	Secundino Vázquez	2416,64	27,60
2012/09/30	Secundino Vázquez	2452,00	35,36
2012/10/31	Secundino Vázquez	2481,30	29,30
2012/11/30	Secundino Vázquez	2511,70	30,40
2012/12/31	Secundino Vázquez	2541,00	29,30
2013/01/31	Secundino Vázquez	2575,83	34,83
2013/02/28	Secundino Vázquez	2610,02	34,19
2013/03/31	Secundino Vázquez	2648,15	38,13
2013/04/30	Secundino Vázquez	2683,35	35,20
2013/05/31	Secundino Vázquez	2725,55	42,20
2013/06/30	Secundino Vázquez	2769,13	43,58
2013/07/31	Secundino Vázquez	2809,12	39,99
2013/08/31	Secundino Vázquez	2847,62	38,50
2013/09/30	Secundino Vázquez	2884,48	36,86
2013/10/31	Secundino Vázquez	2915,21	30,73
2013/11/30	Secundino Vázquez	2945,29	30,08
2013/12/31	Secundino Vázquez	2975,80	30,51
Página 1 de 1	Doc: FMM 5.2.20	Versión: 1	Fecha: 30-04-06



Historico 2011 a 2013

Environmental management formulary. FMM 5.2.21, Tracking and measuring of electric consumption.

TALLERES INTER, S.L.

Formato: FMM
5.2.26

ACTA DE REUNION INTERNA.

Página de

Fecha 10-02-04


ACTA DE REUNIÓN.

1. ASUNTO.

Evaluación y revisión del cumplimiento legal aplicable.

FECHA: 28-01-14

2. ASISTENTES.

NOMBRE Y APELLIDOS.	FIRMA
M ^a CARMEN VAZQUEZ	
SECUNDINO VAZQUEZ	

3. DOCUMENTOS REVISADOS.

- FMM 5.2.9 "Requisitos legales"
- FMM 5.2.28 "Formato de evaluación del cumplimiento de la Legislación"

4. POSIBILIDADES DEBATIDAS

Dentro de la revisión que se realiza a los apartados de la legislación ambiental y que son de aplicación a la empresa, se pueden detallar aspectos como:

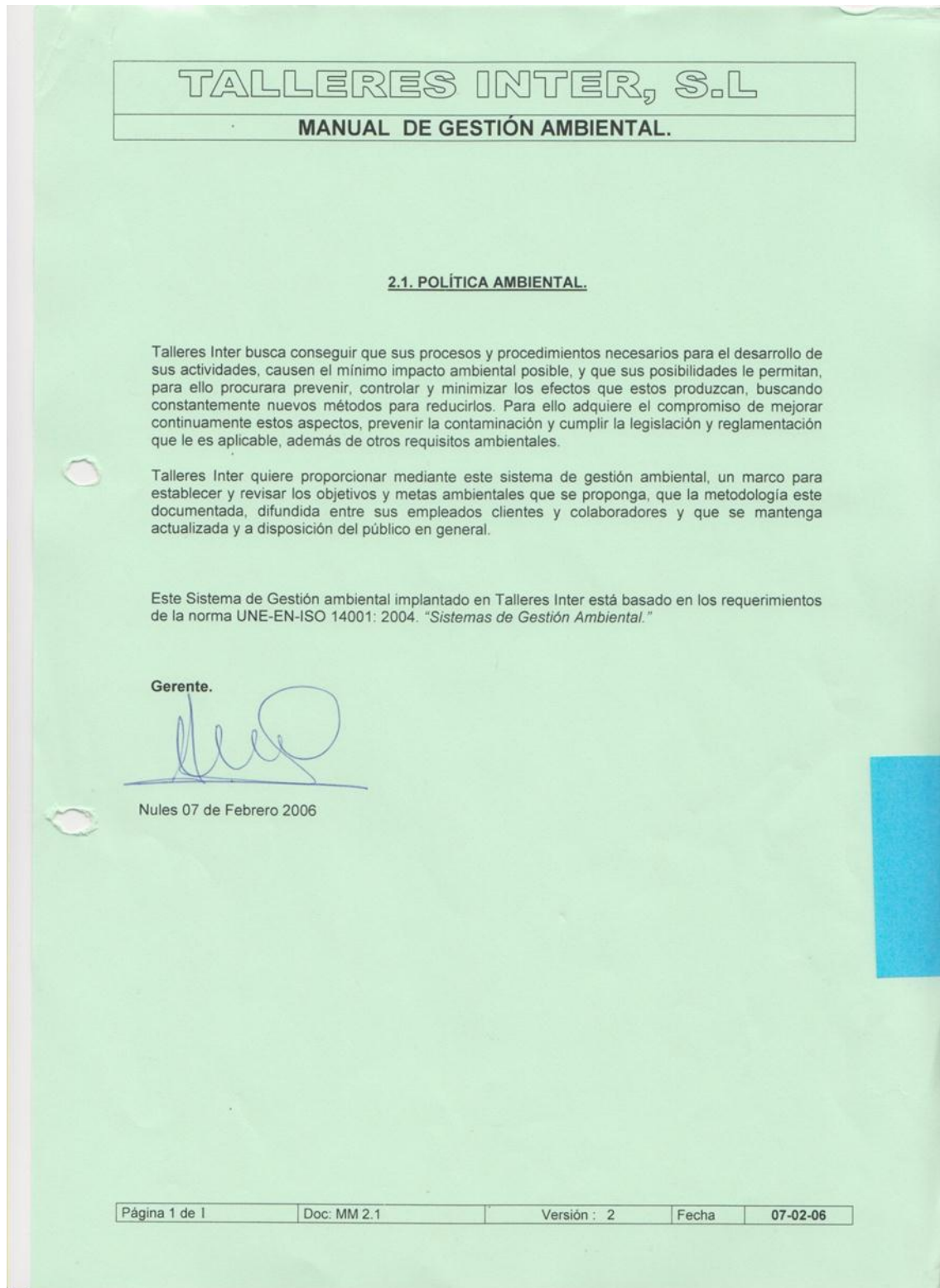
- Se tiene la respectiva licencia para ejercer la actividad
- La extracción del agua del pozo está autorizada, se tiene contador para la medición y control de caudales captados; los volúmenes extraídos en 2013 están ajustados al límite permitido.
- Se dispone de autorización de la EPSAR para el vertido de aguas residuales.
- La medición de la contaminación acústica, se ajusta a los parámetros que marca la Ley local y se encuentra vigente.
- Se dispone y está vigente la autorización de grandes productores de "Residuos tóxicos y peligrosos.
- Los residuos peligrosos que se generaron fueron almacenados, etiquetados y gestionados
- Los gestores de los residuos disponen de documentación vigente que marca la ley de residuos.
- Se tienen DCS (documentos de control y seguimiento) de los residuos que se entregaron a los gestores
- Se presentó declaración de envases y embalajes, dentro del plazo marcado por ley
- Se elaboró y se presentó plan de minimización de residuos
- Existe y está presentado el informe de la situación del suelo industrial.
- La actividad de neumáticos está debidamente autorizada.
- No han ocurrido situaciones que dañen o afecten al medio ambiente
- Se tiene previsto gestionar pilas utilizadas en la actividad de tacógrafos digitales
- Se obtuvo la dispensa autorización de vertido por parte del ayuntamiento del Nules, en Junio/13

5. DECISIONES TOMADAS.

Concluida la evaluación de este apartado se puede concluir que la empresa continua trabajando de manera respetuosa con la legislación que le aplica, por lo que no procede implantar acciones de mejora o correctivas

Environmental management formulary. FMM 5.2.26, Internal meeting minutes.

Annex 5. Procedures manual extract



Environmental Policy of Talleres Inter S.L.

4.4.6. CONTROL OPERACIONAL.

1. OBJETO.

Definir las instrucciones necesarias, para asegurar que todas las actividades que se realicen dentro de TALLERES INTER, S.L, referentes a la gestión ambiental, disponen de procedimientos de control que permitan cumplir con la política ambiental, con los objetivos y las metas ambientales propuestas. Estos procedimientos deben recoger las acciones a realizar para las actividades que tengan impactos ambientales significativos y situaciones en las que ocurran desviaciones de la política ambiental, de los objetivos y de las metas.

2. ÁMBITO DE APLICACIÓN.

Toda la organización de TALLERES INTER, S.L.

3. DOCUMENTOS RELACIONADOS.

- PRM 6.1.8 "Control operacional."

4. RESPONSABILIDADES.

El director ambiental es el responsable del presente documento.

5. DESARROLLO.

Todas las actividades que puedan tener impactos ambientales, generadas dentro de TALLERES INTER, S.L, deben estar identificadas y definida una metodología adecuada para proteger el entorno y cumplir con la política ambiental de la organización. En el documento **PRM 6.1.8 "Control operacional."** se recogen las actividades susceptibles de generar impactos ambientales y las actividades definidas par su adecuada gestión.

6. CORRESPONDENCIA.

- 6.1. Corresponde a la norma UNE EN ISO 14001: 2004. 4.4.6. Control operacional.

TALLERES INTER, S.L

MANUAL DE GESTIÓN AMBIENTAL.

Capítulo N° 6.1.	Descripción: PROCEDIMIENTOS.		
N° de Proce. PRM 12	Descripción: AUDITORIA DEL SISTEMA DE GESTIÓN AMBIENTAL.		
Revisado por: S.VÁZQUEZ	Fecha 10-02-04	Aprobado por: M.VÁZQUEZ	Fecha 10-02-04
Firma		Firma	

PRM 6.1.12. AUDITORÍA DEL SISTEMA DE GESTIÓN AMBIENTAL.

1. OBJETO.

El presente procedimiento tiene por objeto describir la sistemática a seguir por TALLERES INTER, S.L para llevar a cabo las auditorías internas, encaminadas a verificar que se cumplen todas las disposiciones definidas en su sistema de gestión ambiental y a evaluar la efectividad del mismo.

2. ALCANCE.

Este procedimiento se aplica a todas las auditorías internas del sistema de gestión ambiental realizadas en TALLERES INTER, S.L por personal propio o externo contratado para ello.

Este procedimiento se aplicará para la planificación, realización y documentación de las auditorías así como, para la elaboración del plan de acciones correctoras con que corregir las desviaciones observadas.

Se excluyen del alcance del presente procedimiento las auditorías realizadas por clientes o por las entidades de Certificación.

3. GENERALIDADES.

La auditoría interna del sistema de gestión ambiental es un examen, metódico e independiente, de la situación de la organización en materia ambiental, realizado en cooperación con los responsables del área auditada, con vistas a verificar la conformidad de esta situación con las disposiciones preestablecidas y la adecuación de éstas a los objetivos marcados.

Las conclusiones que se extraigan tienen que ser evidentes para todos y presentar no conformidades que deberán ser resueltas en cooperación con los responsables del área auditada.

3.1. Terminología.

- **Sistema de gestión ambiental:** Conjunto de la estructura de organización, de responsabilidades, de procedimientos, de procesos y de recursos que se establecen para llevar a cabo la gestión ambiental.
- **Auditoría de Sistema:** Examen metódico e independiente, que se realiza para determinar si las actividades y los resultados relativos ambiental satisfacen las disposiciones previamente establecidas, y para comprobar que estas disposiciones se llevan realmente a cabo y que son adecuadas para alcanzar los objetivos previstos.

4. DOCUMENTOS RELACIONADOS.

- MM 5.1.4 "Índice de Auditores Cualificados".
- FMM 5.2.27 "Formato de planificación de Auditorías".
- FMM 5.2.22 "Formato de plan de acciones correctivas".
- PRM 6.1.11 "Acciones Correctivas y Preventivas".
- PRM 6.1.7 "Control de la documentación y de los registros".

5. RESPONSABILIDADES.

El director ambiental es el responsable de la aplicación, control, aprobación y mantenimiento del presente procedimiento.

Página 1 de 5	Doc: PRM 6.1.12	Versión : 1	Fecha	10-02-04
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Extract of Audit procedure manual. PRM, Environmental management system audit

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