

Audit Type:	3rd Year Recertification Audit
Organisation:	Royal College of Music
Address:	Prince Consort Road , London , SW7 2BS
Standard(s):	ISO 14001:2015
Client Representative(s):	Aida Berhamovic, Mr Darren Chadwick, Mr Gethin Lewis
Total number of employees:	188
Applicable employees (QMS/EMS):	22
Site(s) audited:	As Above
Date of Audit:	30 January 2023 (2) days
Lead Auditor:	Andrew Gill
Full Audit Team:	Andrew Gill

This report is confidential and distribution is limited to the audit team, client representative and the British Assessment Bureau (BAB) office.

## **Section A: Audit Objectives**

### **Re-Certification Audit**

- to confirm that the management system conforms with all of the requirements of ISO 14001:2015;
- to confirm the Scope statement; represents the organisation's certified activities on the Certificate of Registration;
- to confirm that the organisation has effectively implemented ISO 14001:2015;
- to confirm that the Management System is capable of achieving the organisation's policies and objectives;
- to review links between the internal audits, management reviews and continuous improvement

## Section B: Scope(s) of certification

All activities that support the training of musicians for international careers as performers, conductors and composers and other significant roles within the arts.

## Section C: Current audit findings and conclusions

The BAB Audit Team conducted a process-based audit, focussing on significant aspects, risks and objectives as required by ISO 14001:2015.

The audit methods used were interviews, observation of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan and audit planning process.

Number of nonconformities identified	0	Major	0	Minor
Number of opportunities for improvement identified	0			

Based on the results of this audit and the system's demonstrated state of development and maturity, continued management system certification is recommended. This recommendation will be independently verified by the British Assessment Bureau Head Office.

## Section D: Audit Findings

### Clause : Opening Meeting and Close out of previous findings

The opening meeting was attended Gethin Lewis, Estates Projects and Environmental Coordinator, Aida Berhamovic, Director of Estate, Darren Chadwick, Consultant, Jack Hostick, Consultant Lead Auditor, British Assessment Bureau. The findings of the last audit were discussed and the client has provided sufficient evidence and subsequently the findings have been closed. For clarification on the findings, please refer to the previous assessment report. No specific health and safety issues that may have affected the audit process were reported. It was established that the client holds a copy of the ISO 14001:2015 Standard and was presented at the meeting.

### Clause 4: Context of the Organisation

Founded in 1882 by the then Prince of Wales (later Edward VII), the RCM has trained some of the most important figures in British and international music life, including composers such as Holst, Vaughan Williams, Turnage and Britten; conductors such as Leopold Stokowski, Sir Colin Davis and Sir Roger Norrington; singers such as Dame Joan Sutherland, Sir Thomas Allen and Alfie Boe; instrumentalists such as Sir James Galway, John Lill and Natalie Clein.

With roughly 900 students from more than 60 countries studying at undergraduate, masters or doctoral level, the RCM is a vibrant community of talented and open-minded musicians. RCM professors are musicians with worldwide reputations, accustomed to working with the most talented students of each generation to unlock their artistic potential.

Regular visitors include the likes of Lang Lang, Dame Kiri Te Kanawa and Bernard Haitink. The RCM's many performing groups (including five orchestras, two jazz bands and the RCM International Opera School) are celebrated for the vitality and excellence of their performances and are regularly invited to perform at significant venues both in the UK and overseas.

The RCM's buildings, facilities and location are the envy of the world. The RCM is situated in South Kensington, the home of science, arts and inspiration, directly opposite the Royal Albert Hall. Our iconic building, our concert hall, Britten.

Theatre, studios, library and RCM Collections all provide inspiration for RCM students.

The scope of certification is defined as 'All activities that support the training of musicians for international careers as performers, conductors and composers and other significant roles within the arts.' and this accurately reflects the organisations services.

Interested parties have been documented in the Register of Stakeholder Needs and Expectations within the Aspects and Impacts Register V1.4 and these include:

#### Digital RCM

- Offer courses and teaching online and through digital media
- Wants to challenge the reliance on paper
- Simplify technology to improve usability and uptake
- Use cloud and digital collaboration tools
- Include environmental considerations in the selection of cloud providers
- Enhance the green travel plan, in particular, support walking and cycling more, and support green travel options between college and the halls of residence

#### Creative careers

- Explore the opportunities to build relationships that provide performance and creative opportunities that have a focus on environmental themes (e.g. natural history live)

#### Finance

- Report environmental performance to stakeholders
- Include environmental, social and governance (ESG) considerations in the endowment fund management terms of reference
- All capital budget applications must consider the impacts on the RCM's carbon management plan

#### Research

- Meet minimum standards of environmental management (as set out in funding questionnaire)

#### Estates – projects

- Include environmental considerations in the building design, construction processes and ongoing management

#### Estates - facilities management

- Ensure all subcontractors manage environmental issues effectively (especially cleaners and other outsourced services)

#### Estates

- Expect to be consulted on any material change to environmental performance, especially around noise and energy use

#### Estates – maintenance

- Ensure buildings are as efficient as possible

#### Projective students

- Provide local audition for international students

#### Students

- Provide storage facilities for travel cases for instruments
- Provide access to environmental societies where they exist
- Provide loan instruments
- Provide adequate recycling facilities
- Provide access to virtual conservatoire facilities
- Communicate green travel options to get to college
- Manage noise insulation to the highest level where practical

#### Staff

- Communicate green travel options to get to college, including bike storage etc
- The RCM should be high standards in all areas, including environmental management
- Provide adequate recycling facilities
- Provide access to the virtual conservatoire to teach from abroad
- Protect music making, especially from noise and nuisance (e.g. construction)
- Expect great planning (e.g. for exams, office moves etc)

#### Community

- Bring music making opportunities into communities (e.g. sparks)
- Manage and minimise noise and nuisance for local residents (e.g. construction)
- Be consulted on any activities that could affect the amenity of local residents (e.g. noise)
- Audience members want access to programmes and performance notes. It is understood that for many audience members, this means printed materials
- Enhanced information and engagement through the use of apps and the website, including online booking

The Management Systems are well structured and reflect the operational processes through documented procedures included in the company's EMS Manual V1.3 with clearly identified inputs and outputs throughout.

#### **Clause 5: Leadership**

Gethin Lewis (Estates Projects and Environmental Coordinator) maintains the Management System requirements and reports back to the Top Management through the Management Review process. The Top Management representative for the EMS is Aida Berhamovic (Director of Estate) engages with their neighbours regarding improving their environmental impact and sharing best practice. Aida gives talks to staff and students regarding sustainability and best practice relating to how they can contribute to environmental objectives. Aida also chairs the Environmental Committee which feeds back up to the Council, this last took place 09/01/2023. Management review outcomes are presented to Aida at steering committees where decisions are made on the EMS, the last steering committee took place 26/01/2023.

The latest draft for the new Sustainability Strategy was evidenced, this is in the process of being reviewed and will be presented to the council in March 2023.

The Employees are communicated with through Regular meetings on the Environmental Management System Performance. A seasonal newsletter is sent to staff, a Winter Newsletter was evidenced which was seen to include details on the EMS and their environmental controls.

Rachel Harris (Director of Finance) was interviewed to demonstrate leadership commitment. Rachel leads with Aida on Sustainable Partners and Suppliers pillar of the new Sustainability Strategy, working on embedding sustainability into the organisation's procurement decisions. This has been evidenced within the Britten Theatre chair replacement project, down to the choice of new sandwich provider within the college canteen.

There is a target to implement Sustainable Procurement Policy and Supplier Code of Conduct across all departments, has been published and will be further communicated. The finance department is using the policy and code of conduct currently, the most recent example being the upcoming financial audit tender which is being managed in line with the above documentation.

Diana Salazar (Director of Programmes) was also interviewed to demonstrate leadership commitment. Diana discussed an interest in the connection between music and society, thinking of students as artist citizens, ensuring that music has an impact on the public, students doing work placements and research projects, working in care homes etc. Diana also referenced the raising awareness of how the student's artistry can be a vehicle for environmental awareness and sustainability. Also raising awareness of ESD strategy, presented to Programmes Forum, staff development day in June 2023 including how to implement these strategies in practice.

Jennifer Allison was interviewed as part of the Audit and confirmed that successful communication was part of the company's process and cited company induction as an example.

Client communication is recorded via email and the organisations commitment to continual improvement was demonstrated throughout the Audit; their aspects and impacts methodology is in place as well as their risk assessment methodology which is managed and reviewed regularly by the Estates Projects and Environmental Coordinator and Directors to ensure customer satisfaction and that the organisations systems are robust.

The Environmental Policy V7 is in place and displayed on the company website, this was signed by the Director of Estate on 07/2021.

An organisation chart was evidence and job descriptions are in place which are further explored in Clause 7 of this report.

## **Clause 6: Planning**

The EMS Manual V1.3 includes the organisation's risk assessment methodology and the risks are detailed within the Aspects and Impacts Register V1.4 which states the relevant operational as well as environmental risks. Risks and their related opportunities include:

- Applications and income might reduce if auditions are not conducted abroad - Offering auditions abroad expands access to new applicants and reduces travel emissions
- There are direct environmental impacts from conducting research, and there are compliance obligations that relate to funding body requirements and legislation (especially in relation to waste and COSHH) - There are opportunities to monetise research and improve environmental performance through the research findings, especially on virtual conservatoire facilities
- The SU have direct environmental impacts (through energy and waste arising in particular). - There are opportunities for cost reduction through efficiency. The initiatives can also have a positive impact on the RCM's reputation and the effectiveness of the EMS.
- Helping students develop a good awareness of environmental issues will influence their environmental performance across their whole life.
- There are impacts associated with the creative careers activities, including performance opportunities. - There are opportunities to create new performance and composition opportunities from environmental themed programmes and collaborations
- There are compliance obligations for research as well as direct impacts from lab activities - There are opportunities to monetise research and improve environmental performance through the research findings, especially on virtual conservatoire facilities
- There are some small direct costs and impacts associates with the box office function, such as paper tickets and programmes - There are some small direct cost reduction opportunities from reducing paper usage, and the RCM can use the opportunity to publicise the RCM's environmental credentials
- Catering generates waste, including single use plastics - There are opportunities to reduce food waste and costs.

Other significant risks identified are sampled with the aspects and impacts below.

The EMS Manual V1.3 includes the methodology on how the organisation identified the aspects that impact on the environment and there is an Aspects and Impacts Register V1.4 in place and this was evidenced detailing the aspects and their impacts as well as stating the relevant legal compliance requirements the most significant aspects being:

Life-cycle stage – Context

- Aspect - Environmental reporting
- Sub-aspect - HEFCE and annual EMS reporting
- Reputational risk/opportunity – Both
- Strategic risk/opportunity – Both
- Compliance risk/opportunity – Risk
- Impact description – Reputation
- Obligation requirements – 3
- Scale of impact – 3
- Chance of occurrence – 3
- Chance of detection – 2
- Risk score – 30
- Significant – Yes
- Finance risk – L
- Strategic opportunity – M
- Environmental impact opportunity – M
- Risk - Applications and income might reduce if auditions are not conducted abroad
- Opportunity - Offering auditions abroad expands access to new applicants and reduces travel emissions

- Key operational control - Travel policy

Life-cycle stage - Operations – downstream

- Aspect - Waste arising
- Sub-aspect - Waste arising – hazardous
- Financial risk-opportunity – Both
- Reputational risk/opportunity – Risk
- Strategic risk/opportunity – Risk
- Compliance risk/opportunity – Both
- Air impact risk/opportunity – Both
- Land impact risk/opportunity – Both
- Water impact risk/opportunity – Both
- Nuisance impact risk/opportunity – Both
- Health hazards impact risk/opportunity – Both
- Impact description - Waste, nuisance
- Obligation requirements – 3
- Scale of impact – 2
- Chance of occurrence – 2
- Chance of detection – 3
- Risk score – 25
- Significant - Yes

Life-cycle stage - Estates and facilities – upstream

- Aspect - Planning and development
- Sub-aspect - Planning for construction and refurbishment projects
- Financial risk-opportunity – Both
- Reputational risk/opportunity – Both
- Strategic risk/opportunity – Both
- EMS Effectiveness risk/opportunity - Both
- Compliance risk/opportunity – Both
- Air impact risk/opportunity – Opportunity
- Land impact risk/opportunity – Opportunity
- Water impact risk/opportunity – Opportunity
- Nuisance impact risk/opportunity – Opportunity
- Health hazards impact risk/opportunity – Opportunity
- Impact description - Waste, energy, carbon emissions, noise nuisance
- Obligation requirements – 3
- Scale of impact – 3
- Chance of occurrence – 2
- Chance of detection – 2
- Risk score – 24
- Significant – Yes
- Reputational opportunities – M
- Strategic opportunities – L
- Opportunities - The dedicated halls of residence have been designed to minimise noise and nuisance from music practice, whilst providing excellent practice spaces for students.
- Key operational control - Managed by operator

The controls that mitigate the risks of these aspects are detailed within the EMS Operational Controls V1.2, and these include:

Waste Materials:

The Royal College of Music seeks to minimise waste, maximise reuse and recycling, and ensure that all waste is managed in compliance with applicable legislation.

The RCM will:

- Comply with all applicable waste legislation
- Aim to achieve zero to landfill
- Adopt purchasing policies that reduce waste and minimise single use materials
- Implement processes to support re-use, including sets, costumes, and materials
- Provide appropriate bins and waste facilities to allow staff and students to segregate waste as required and maximise recycling rates

- Provide appropriate signage to ensure all staff, students and visitors are aware of the most appropriate bins to use
- Appoint appropriately licenced waste contractors to manage waste, and hold evidence of licences on file. The RCM will also ensure that it complies with its obligations to ensure that waste is handled at an appropriate waste treatment site, and will hold compliance evidence on file. The RCM will conduct route compliance checks.
- The RCM will ensure that all waste documentation is produced and kept on file. Waste Transfer Note (WTNs) for non-hazardous waste will be kept for 2 years, Consignment Notes (CNs) will be kept for 3 years. All waste documentation will be completed

Planning and development:

- Environmental issues will be considered in the planning stage of any new building or substantial extension or refurbishment of an existing building.
- The RCM will aim to minimise the whole life environmental impacts of a project and will comply with all environmental planning obligations stipulated.
- The RCM will identify and engage with appropriate interested parties during the planning and construction process. Any specific environmental risks, impacts or stakeholder expectations will be identified and documented.

The Environmental Objectives are stipulated in the Sustainability Strategy and further detailed and monitored via the Targets and Objectives Tracker and these include:

Strategy pillar - Sustainability in teaching and research

- Aspect - Teaching and research
- Long-term vision - Sustainability embedded into teaching and research
- Target - By the end of year 2022/23, include sustainability as a parameter in all periodic programme reviews commencing with the Masters Review 2022.
- Timescale - 31/07/2023
- Lead - Diana Salazar
- Monitoring method - Narrative evaluation
- Metric source - Annual programme monitoring; periodic programme reviews
- Priority - 1 High
- Status - Not started
- Comments on progress - Strategy being finalised

Strategy pillar - Support music, culture and diversity

- Aspect - Support diversity in music making
- Long-term vision - Have our student body representative of the rich diversity in the UK
- Target - Increase the percentage of students who identify as coming from non-white backgrounds from 10% to 14% by the end of academic year 2024-25
- Timescale - 31/07/2025
- Lead - Diana Salazar
- Priority - 1 High
- Status - Not started
- Comments on progress - Strategy being finalised

Strategy pillar - Sustainable operations

- Aspect - Climate change
- Long-term vision - Reduce direct carbon emissions
- Target - Reduce carbon emissions from scopes 1 and 2 by 73% by 2026/7 from a 2005 baseline
- Timescale - 31/07/2027
- Lead - Aida Berhamovic
- Operational controls and projects - Carbon management plan
- Priority - 1 High
- Status - Not started
- Comments on progress - Strategy being finalised

These objectives will be monitored going forward via internal audit, management review, Environmental Committee, and Steering Committee.

**Clause 7: Support**

The organisations employees are made up of:

- Director
- Deputy Director
- Director of Development and Alumni Engagement
- Director of Estates
- Director of Finance
- Artistic Director
- Director of Programmes
- Director of Research
- Director of Communications
- Teams under their management

An Organisation Chart was evidenced and Job Descriptions are in place and were evidenced for:

Museum Learning and Participation Officer:

- Plan, implement, manage, and deliver the Museum's formal and informal learning programmes.
- Plan and coordinate evaluation of the Museum's learning programmes, activities and partnerships, including detailed monitoring and data collection and prepare regular progress reports for internal use
- Support the sustainability of the learning programmes with good financial management, maintaining accurate budgets and ensuring clear monitoring systems.
- Ensure good quality and effective communication for the Museum through multichannel marketing (in partnership with the RCM's marketing department), including overseeing content generation and monitoring of online listings and the Museum's pages on the RCM website
- Work alongside colleagues, volunteers, consultants and partners to develop new learning resources onsite, online and for outreach
- Manage and develop existing and new relationships, and undertake targeted outreach work as part of the Museum's audience development strategy
- Work with internal and external partners and freelancers to support the delivery of Museum activities, including the recruitment and training of RCM student musicians and learning and participation volunteers
- Coordinate consultation with internal and external stakeholders to test any developing Museum exhibition design, interpretation or resource

Maintenance Operative:

- To carry out the routine checking of supplies and services, plumbing and small mechanical works. Carrying out periodic checks to mechanical and general plant systems, reporting daily to the Maintenance Manager.
- To carry out the routine checking of supplies and services, small lighting and power as well as distribution and control systems. Carrying out periodic checks to emergency lighting and general plant systems, reporting daily to the Maintenance Manager
- Together with the M and E contractor and the Maintenance Manager oversee the Planned Preventative Maintenance (PPM) plan.
- To be the M and E contractor's contact on site, supervising and ensuring that servicing takes place efficiently and appropriately
- Carry out general maintenance tasks as directed by the Maintenance Manager.
- Carry out small refurbishment installation projects and general maintenance, decoration projects and supervise other maintenance team members during these projects as directed by the Maintenance Manager.
- To liaise daily with and assist as required other members of RCM Staff to ensure the smooth running of the College's services
- To undertake training in relevant areas that may assist the RCM in future projects and legislative changes.
- To carry out reactive tasks as raised on the RCM CAFM system.
- To work off high level platforms and scaffolds once relevant training has been undertaken

The Recruitment Process is managed internally using their website and music job boards, agencies are used for specialist roles where necessary, a shortlist is created by assessing candidates against the job spec, the shortlisted candidates are invited to interview and qualifications are checked. This was demonstrated against the recruitment of:

NS, Head of student Services:

- Induction form including Environmental Sustainability Policy understanding, Start date – 06/06/2022, induction signed 08/06/2022
- HR induction documentation pack sent 07/06/2022
- Advert
- Job description



- References
- Application form
- Right to work, copy of passport
- Qualification verification
- Occupational health pre employment screening
- Offer letter
- Contract of employment signed 11/05/2022
- Salary sacrifice pension letter
- E and D Training

MB, Junior Department Administrator:

- Induction form including Environmental Sustainability Policy understanding, start date – 31/08/2022
- Job description
- HR induction documentation pack sent 07/06/2022
- Advert
- Job description
- References
- Application form
- Right to work, copy of passport
- Qualification verification
- Occupational health pre employment screening
- Offer letter
- Contract of employment signed 31/08/2022
- E and D training
- DBS check

A Training Needs Matrix V1.2 is used to list all employees and their skills, certifications and training needs. Training records were evidenced for:

- Asbestos Awareness - 16/06/2022, Completed by - CS
- Working with Hazardous Substances (COSHH) - 17/06/2022, Completed by - CS
- Asbestos Awareness - 21/06/2022, Name - VC
- Working with Hazardous Substances (COSHH) - 21/06/2022, Completed by - VC
- Asbestos Awareness - 22/06/2022, Completed by - RM
- Working with Hazardous Substances (COSHH) - 13/07/2022, Completed by - CM
- Asbestos Awareness - 18/07/2022, Completed by - KW
- Introduction to RCM EMS (columns E-M) - 15/09/2022, Completed by - IR
- Introduction to RCM EMS (columns E-M) - 15/09/2022, Completed by - TZ
- Asbestos Awareness - 26/09/2022, Completed by - DL
- Asbestos Awareness - 14/11/2022, Completed by - CM
- ISO 14001 Introduction - 16/01/2023, Completed by - GL

Appraisals are carried out annually in and records were evidenced for FA dated 19/01/2023 identifying no training needs currently.

The organisation has in place a Documented Control Procedure in their EMS Manual V1.3 which states: All documentation is controlled by version and date and is listed on a "Master Document List". This is managed by Gethin Lewis (Estates Projects and Environmental Coordinator). Documents viewed as part of the audit included:

- EMS Manual V1.3
- Aspects and Impacts Register V1.4
- EMS Operational Controls V1.2
- Project Management Framework Handbook V3
- Training Needs Matrix V1.2

### **Clause 8: Operation**

Environmental Procedures are entrenched in the organisation's activities and documented within the EMS Operational Controls V1.2. These include: Recycling of all Packaging and Utilities Monitoring, Project Management as well as ensuring that products purchased both for internal use and to supply clients are reviewed to ensure the most environmentally friendly option is purchased wherever possible. The lifecycle of products purchased are reviewed e.g. the paper purchased is from recycled

sources and recycling of paper is undertaken.

A Courtyard Project Post-Occupancy Evaluation Year 1 V6 was evidenced which details the performance of the developed area now it is in regular use. The evaluation includes lessons learned, as well as what went well. This includes input from objectives over 5 key themes:

- Accessibility and connectivity
- Functionality and operations
- User management
- Building performance
- Lessons learned

The POE resulted in a number of recommendations which will be taken to relevant committees and implemented where possible. The POE is being presented to Directorate on 31/01/2023.

There is an upcoming project for changing the seating within the Britten Theatre, the procurement of the new seating has had a big focus on sustainable procurement and they are going with the supplier – Audience Systems who are a sustainable supplier. The project starts officially with the supplier in February 2023, with planned installation in August 2023. The project takes into account the potential waste, reusing seats, as well as the impact of the supplier.

The organisation is looking into their data centre and infrastructure and updating the technology where possible and determining what makes sense to put in the cloud. New SSD hard drives are being implemented due to their energy efficiency and reliability.

The project for adding health and wellbeing into the H and S framework was discussed, it is the final pillar of the Sustainability Strategy, including social sustainability.

Targets for the next two years include:

- Formally integrate student and staff health and wellbeing into the RCM governance structure by adapting the existing Health and Safety committee;
- Develop a health and wellbeing programme by pooling expertise across professional services and teaching staff and working together to identify change projects that will generate the biggest impact for students and staff.

The EMS Manual V1.3 includes an Emergency Preparedness and Response Process and the main emergency at the site has been identified as fire with the Landlord having fire prevention procedures in place which include weekly fire alarm testing as well as lift alarms, the fire alarm system is serviced around every six months, this was last serviced on 11/11/2022 which was evidence at the audit.

The organisation has regular visits from an external fire consultant who conducts their fire risks assessments. The last fire risk assessment was evidenced dated 06/09/2022.

Fire extinguishers are serviced annually, the last service took place on 11/2022.

Fire drills take place annually and the last test took place on 10/01/2023.

## **Clause 9: Performance Evaluation**

The organisation manages the maintenance of their equipment, with multiple lifts throughout the site with servicing evidenced, the following were serviced on 18/11/2022:

- Blomfield Lift
- BT Workshop Disabled Lift
- Costume Store Lift
- Concert Hall Stage Lift
- BT Stage Lift

EMS performance management is monitored via a Usage Comparison 2017 to Present which keeps track of performance in a variety of different performance areas such as energy and water usage.

A performance report 'RCM Environmental Management Update' was evidenced dated 03/10/2022, this contains stats on their progress on lessening their environmental impact and will be published to the website and is reviewed at Management Review. This report showed positive outcomes and that the organisation is performing well against their targets and objectives. There is a new report being published in the near future.

Monitoring is conducted in all areas of operation, with targets on recycling being at 75%.

Paper Round waste and recycling reports Jan20 – Dec 22 was evidenced with figures on waste detailed on a monthly basis

which breaks down into the various waste streams.

There is a target to be Carbon Neutral by 2025, there is a programme of works being implemented to meet this target. There is research going into Air Source Heat Pumps to lessen the stress on boilers, this is a large project with many factors to consider. There is a feasibility report for the heat pumps conducted by Hoare Lea.

There are sensors being installed to ensure that lighting is only on when necessary.

A Marginal Abatement Cost Curve was evidenced which details the cost effectiveness of potential heat decarbonisation projects.

An Environmental Performance Report 2021-2022 was evidenced. This report detailed the performance for energy and waste use, going back yearly all the way to 2016/17. Trends are currently looking positive:

- Gas usage in Q1 2023 compared to Q1 2022 has reduced by a 3rd.
- The report showed that the college got a green tick for meeting their carbon emissions target.
- Water usage is down also due to implemented initiatives.
- Waste arising has increased for 2021/22 however this is due to returning students after the pandemic, however it has stayed at a low level due to waste reduction initiatives.
- Recycling statistics are positive, with 52% of waste recycled.
- Paper usage has been severely reduced by half since 2017/18

The EMS Manual V1.3 includes the Internal Audit Procedure and full system Internal Audits are conducted bi-annually to ensure that all of the requirements of the standard is covered over the year. Internal Audits that were carried out were evidenced and included:

An audit was evidenced dated 10/10/2022

Scope – All ISO 14001:2015 Requirements

Auditors – James Collins, Darren Chadwick (External EMS Consultant)

Findings overview:

- 1 Minor NC
- 5 Observations
- 16 OFIs

Sample of findings:

Good practice:

- The college demonstrates a high quality of management. During the interviews, members of staff demonstrated a consistently high levels of knowledge and management practices
- The college has achieved great recognition over the last 12 months for the team's hard work, including a significant improvement in the people and planet score and achieving a "high assurance" rating for by the College internal audit. High assurance
- The sample of processes and controls reviewed confirm that continued effective controls in place, and great progress in key impact areas, such as energy and carbon reduction. Following the energy audits, detailed feasibility assessments have been completed for heat decarbonisation technologies. It is noted that funding for the transition remains an important factor, and failure to secure funding risks meeting the RCM's net zero objective

Corrective actions:

- MiNC 01: the Operational Control document has not been updated in the last 18 months to reflect the changes in practices across a number of functions within the College and as a result does not fully reflect the controls in place.
- OBS 01: The DR Major Incident Plan June 2022 should be updated on SharePoint to enable access for authorised members of the disaster recovery team to the current version of the plan.
- OBS 02: The internal audit does not include a review of compliance status against stakeholder needs and expectations
- OFI 01: Determining the expectations of Council member and event clients in relation to environmental issues would be useful.
- OFI 02: there is an opportunity to enhance the training identification process by including a syllabus, streamlining the spreadsheet, and incorporating training expiry dates for qualifications or training.

Management Reviews are planned annually within the Environmental Management Committee and a formalised agenda is utilised to ensure that the requirements of clause 9.3 are reviewed. Minutes were evidenced from a meeting dated 09/11/2022 with the following attendees:

- Aida Berhamovic (Director of Estates, Chair)
- James Collins (Projects and Environmental Coordinator, Secretary)
- Olivia Towers (HR Manager)

- Simon Lea (Estates and Technical Services Manager)
- Leigh Jones (Health and Safety Manager)
- Darren Chadwick (Consultant, Brite Green)
- Tymon Zgorzelski (SU President)
- Rachel de Woolfson (Head of Events and Corporate Partnerships)
- Sarah Hanratty (Projects and Operations Manager)
- Richard Bland (Head of Digital and Production)
- Flo Ambrose (Performance, Programming and Faculty Manager)
- Diana Salazar (Director of Programmes)
- Katherine Smith (Head of Marketing)

### **Clause 10: Improvement**

Performance Evaluation (Monitoring, Measuring and Analysing) has been established and defined. Continuous monitoring is undertaken observing each part of the service provision. A Non-Conformance Register V2 was evidenced at the audit. This is designed to document the outcomes of internal audits, risk assessments, concerns, problems, incidents, breaches and suggestions, who is responsible for the management of each individual issue, completion target dates and corrective action taken. The following entries were noted:

Ref - 2022 INT MiNC 09

- Type – Minor
- How was it raised – Internal
- Date raised - 11/10/2022
- Clause - 7.5 Documented information
- Responsible - James Collins
- Details - The Operational Control document has not been updated in the last 18 months to reflect the changes in practices across a number of functions within the College and as a result does not fully reflect the controls in place.
- Corrective action - James Collins and Darren Chadwick to update the Operational Controls document.
- Target date - 30/01/2023
- Root cause - There is not a process currently in place to review this document at regular intervals.
- Corrective action for root cause - To implement a periodic review of operational controls to ensure that the document is reflective of the controls in place.
- Target date - 30/01/2023

Ref - 2022 INT OFI 28

- Date raised - 11/10/2022
- Responsible - James Collins
- Type – OFI
- Details - Some individuals still need to complete their asbestos awareness training
- Actions - Individuals who still need to complete this training to report back to Estates once they have done so.

Ref - 2022 INT OFI 29

- Date raised - 11/10/2022
- Responsible - James Collins
- Type – OFI
- Details - The corrective action process should be updated to include observations and opportunities for improvement and the corrective action register should be reviewed and updated to close out any historical entries
- Actions - James Collins and Darren Chadwick to update the corrective action process.

## **Section E: Legal Compliance**

The Directors of the organisation ensure that they keep up to date with relevant legislation with sites such as HSE; DirectGov and Environmental Agency referred to on a regular basis and as part of the Internal Audit

A Legal Register was within LUS (Legislation Update Service) was evidenced which details all of the relevant compliance requirements and is automatically updated with legislation changes and it feeds into operational controls. The following entries were noted:

- The Environmental Protection Act 1990
- The Clean Air Act 1993

- Water Industry Act 1991
- The Hazardous Waste Regulations 2005
- The Waste Regulations 2011
- Clean Neighbourhood and Environment Act 2005

Aida Berhamovic (Director of Estate) who is a chartered architect with 30 years of experience in the field and is therefore deemed competent to identify relevant legislation for the organisation, is responsible for ensuring employees and Directors are informed of any legislation changes that could affect the organisation.

Consultants are used for Health and Safety, HR and Environmental advice.

Darren Chadwick (EMS Consultant) also supports the organisation with their legal compliance.

Employer's Liability Insurance was evidenced:

Policy no - Y016458QBE0122A/109

Insurer – QBE UK Limited and Excess Insurers

Expiry date – 31/07/2023

COSHH assessments were evidenced:

- Britten Theatre
- Maintenance Cupboard
- Museum Workshop
- Piano Workshop

Stone Technologies Ltd were evidenced as the WEEE, Electrical, and Computer waste management. Their Waste Carrier License was evidenced:

Registration no – CBDU81742

License expiry – 02/12/2025

Stone Technologies were chosen due to their sustainable practices.

A waste Transfer note was evidenced for Stone Technologies:

- Collection date – 25/08/2022
- Consignment weight 652.85kg

The organisation has received no enforcement orders.

## **Section F: Use of the Certification Mark**

The BAB logo is not currently in use.

## **Closing Meeting**

The Closing Meeting was attended by Gethin Lewis, Estates Projects and Environmental Coordinator, Aida Berhamovic, Director of Estate, Darren Chadwick, Consultant, and Andrew Gill, Lead Auditor, British Assessment Bureau. The audit outcomes were discussed and the client accepted the findings of the Audit. The audit objectives were concluded in line with the Audit Plan and all information requested was supplied and forms part of the above detail in terms of the requirements. The client was satisfied that the audit duration was a true reflection of the entire process-based activity

## Non-Conformities and Opportunities for Improvement

Type	Clause	Summary
<b>No Non-Conformances Found</b>		
No OFIs Found		

- = Major Non-Conformity
- = Minor Non-Conformity
- = Opportunity for Improvement

If non-conformances have been raised throughout this assessment, you are required to provide the following to assist in the closure of these to [compliance@british-assessment.co.uk](mailto:compliance@british-assessment.co.uk).

Major Non-conformance (Recertification Assessment) – Provide evidence within 10 days of the assessment

Major Non-Conformance (Surveillance Assessment) – Provide evidence within 28 days of the assessment

Minor Non-Conformances – Provide a corrective action plan within 28 days detailing how you intend to rectify in preparedness for the next assessment together with a root cause analysis.

Important Note: If this assessment represented a "Stage 2" (Initial) assessment, certification cannot be granted until such time that the corrective action plan has been received.

## Certification Cycle Assessment Plan (from 2023 to 2026)

Business function/Process	Recertification Audit	1st Surveillance Audit	2nd Surveillance Audit	Recertification Audit
Context of the organisation	✓	P	P	P
Leadership	✓	P	P	P
Planning	✓	P	P	P
Support	✓	P	P	P
Operation	✓	P	P	P
Performance Evaluation	✓	P	P	P
Improvement	✓	P	P	P
Client Site Visit	tbc	tbc	tbc	tbc

P = Planned, ✓ = Done, ✗ = Excluded

## Plan for next Assessment

Time	Assessment Activity
09.00	Arrive on site
	Opening Meeting
	Overview of Company
	Review:- Context of the Organisation
	Review non-conformities, observations, recommendations from previous audit.
	Leadership
	Planning for the management systems including risk
	Support
	Operation
	Performance Evaluation
	Improvement
	Performance Evaluation
	Customer Communication
	Internal Audits
	Legal Compliance
	Use of Certification Mark (where applicable)
	Auditor collating information and preparing for closing meeting.
	Closing Meeting

## Assessment Notes

- The assessment was based on sampling and therefore non-conformities may exist which have not been identified.
- If you wish to distribute copies of this report external to your organisation then all pages must be included.
- The British Assessment Bureau, its staff and agents shall keep all information relating to your organisation confidential and secure and shall not disclose any such information to any third party except that in the public domain or required by law or relevant accreditation bodies. The British Assessment Bureau staff agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.
- This report and related documents have been prepared for and only for the British Assessment Bureau client and for no other purpose. As such the British Assessment Bureau does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used or to any other person to whom the Report is shown or in to whose hands it may come and no other persons shall be entitled to rely on the Report.
- The management system documentation included the necessary policies, procedures, process descriptions etc, required by the standard.

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