



Audit Type:	Surveillance
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, Daniel Miller
Total number of employees:	192
Applicable employees (QMS/EMS):	21
Site(s) audited:	As Above
Date of Audit:	10 February 2025
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

Surveillance 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 1: Opening Meeting

The opening meeting was attended by Gethin Lewis, Projects and Operations Manager, Daniel Miller, Projects and Environmental Coordinator, Aida Berhamovic, Director of Estate, Darren Chadwick, External Consultant, and Andrew Gill, 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.

Climate change has been identified as a relevant issue to the business, this has been addressed thoroughly through the organisation's Aspects and Impacts Register, Environmental Objectives, as well as the many environmental initiatives that the organisation have implemented through their EMS.

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

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 maintain 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

Digital RCM

- Offer courses and teaching on line 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

The following climate changes/environmental related needs/expectations were sampled:

- People and Planet - Complete the people and planet green league questionnaire
- HESA - Report on environmental performance
- Development and alumni relations - Incorporate environmental considerations into the "case for support"

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.

The Management Systems are well structured and reflects 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 (Projects and Operations Manager) maintains the Management System requirements while being handed over to Daniel Miller (Projects and Environmental Coordinator) 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. Management review outcomes are presented to Aida at steering committees where decisions are made on the EMS.

The Sustainability Strategy was evidenced which contains targets and strategy for sustainability over the coming years.

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.

James Williams (Director of Royal College of Music) was interviewed to demonstrate leadership commitment.

James joined South Ken Zen Plus steering group collaborating with organisations within South Kensington, having a member on the steering group gives the college more of a voice and better collaboration opportunities. The organisation are currently in year 8 of the 10 year strategy for the College, looking to shape the new long term sustainability commitments.

There is a heat pump network between major buildings within South Kensington (Museums and Colleges), feasibility is being investigated in relation to joining the network. South Ken Zen Plus has put a position in place for managing/assessing the heat network project.

The organisation have signed up to South Ken Zen Plus supply chain charter, commitment to participate in sharing suppliers with neighbouring buildings to share resources and recycle equipment etc.

Diana Salazar (Director of Programmes) was also interviewed to demonstrate leadership commitment. Diane mentioned the following:

- Green week, working with students to create awareness, taking place 17/02/2025
- Student union planting workshop
- Education for Sustainable Development Strategy
- Curriculum reviews assessing how sustainability is embedded within learning
- Carbon literacy training for staff
- Association of European Conservatoires
- New course/module called Music Sound and Environment
- Global Conservatoire combination of four key conservatoires around the world

The Environmental Policy V7 is in place and displayed on the company website, this was signed by the Director of Estate on 02/2025. The policy is made available to interested parties on request.

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:

Risk - There are a range of risks related to the procurement of goods and services, which include damage to the RCM's reputation from association with organisations with poor environmental practices, additional costs etc

- Risk score - 24

- Opportunity - The RCM can help reduce impacts in its supply chain, and benefit from the reputational and cost benefits associated with better environmental performance of suppliers

Risk - There is a risk to financial returns from environmental impacts on investments or poor ESG management of investments

- Risk score - 12

- Opportunity - The RCM can generate better risk adjusted returned when ESG issues are considered in the investment decisions, which will in turn support the RCM's core purpose

Risk - There are compliance obligations and direct impacts (including energy use and waste) associated with the digital function

- Risk score - 16

- Opportunity - The RCM's digital facilities are able to support virtual collaboration, which can generate new income, collaboration and learning opportunities

Significant risks identified are sampled in more detail 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:

Aspect - Student societies

- Sub-aspect - Imperial and RCM student societies

- EMS effectiveness - O

- Environmental impacts:

- o Air – O

- o Land – O

- o Water – O

- o Nuisance – O

- o Health hazard – O

- Impact description - Knowledge and awareness of environmental impacts

- Obligation requirements – 2

- Scale of impact – 1

- Chance of occurrence – 3

- Chance of detection – 1

- Risk score – 12

- Opportunities - There are opportunities to get students involved in the EMS through societies, and actions can help to reduce the direct environmental impact of the RCM

- Key operational control - Societies

Aspect – Accommodation

- Sub-aspect - RCM student accommodation

- Reputational – O

- Strategic – O

- Environmental impacts:

- o Air – R

- o Land – R

- o Water – R

- o Nuisance – R

- Impact description - Utility use, noise and nuisance

- Obligation requirements – 2

- Scale of impact – 3

- Chance of occurrence – 3

- Chance of detection – 1

- Risk score – 20

- Reputational - M

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

Aspect - Sustainable operations, events and performances

- Long term vision - Tackle climate change and achieve net zero carbon
- Target - Reduce scope 3 carbon emissions by 40% by 2026/27 from a 2019/20 baseline
- Target date - Jun-27
- Lead - Aida Berhamovic
- Support - Estates Team
- Project - Carbon management plan
- What we will measure - Scope 3 purchased goods and services, investments, business travel, and staff/student commuting, water, waste and wastewater from buildings, additional emissions from home working/study
- How to monitor - Annual staff and student travel survey. Supplier surveys. Annual progress published in sustainability report
- Interim target - 43% reduction by 2026/27
- Comments - Scope 3 carbon emissions have so far been reduced by 10% from a 2019/20 baseline.
- Responsible - AB, DM
- Resources - Estates budget. Capital budget required for carbon reduction projects. Estates team
- Priority - 1 High
- Status - Behind schedule

Aspect - Sustainable operations, events and performances

- Long term vision - Reduce total waste and increase recycling rates
- Target - Maintain total waste arising from campus under 25 tonnes per year
- Target date - Jun-27
- Lead - Aida Berhamovic
- Support - Estates Team
- Project - Waste management plan
- What we will measure - Waste streams and totals each month
- How to monitor - Waste spreadsheet with monthly data from Veolia
- Comments - We have seen a year on year reduction of 34% between 2021/22 and 2022/23. Total waste for 2022/23 was 23 tonnes. Total waste for 2023/24 was 19.58 tonnes.
- Responsible - AB, DM
- Resources - Waste budget
- Priority - 2 Medium
- Status - On track

These objectives are monitored regularly 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 Estates
- Director of Finance
- Artistic Director
- Director of programmes
- Director of Development and Alumni Engagements
- Director of Research
- Director of Communications
- Subsequent Teams

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

Head of Projects, Facilities and Operations:

- Lead on Building Operations compliance with existing Health and Safety policies and safe working practices.
- Lead on College's security operations, implementing policies and procedures
- Liaise with the Metropolitan Police and respond to any issues arising in an efficient and timely manner
- Lead on continuous improvements to the Facilities and Customer Service team to enhance customer experience
- Manage all soft services FM contracts, ensure contracts meet specified Service Level Agreements and the College achieves

value for money. Lead on procurement activities for renewals.

- Monitor performance, provide monthly reports and identify areas for improvement and develop quality assurance processes and procedures
- Manage procurement, delivery, mobilisation and operational readiness of all new building projects and facilities

Estates and Technical Services Manager:

- Responsible for all building surveying within the team. To act as a mentor and primary source of technical information and to develop and implement procedures in relation to condition surveys, PPM schedules, long term maintenance plans and life cycle programmes.
- Responsible for developing the College's Maintenance Strategy to ensure alignment with existing strategies, compliance, VFM, efficiency and best practice and to continually develop and enhance the maintenance service.
- Responsible for Energy reduction strategy and reduction of our carbon footprint across the College Estate.
- Responsible for supporting the development of best practice within the four core sections of the estates team;
- Maintenance, Facilities Management, Operations Management and Health and Safety.
- To develop a robust strategy around the development, implementation, roll out and training of RCM's CAFM system.
- To include developing SLA's and KPI's, data cleansing and transition, asset tagging, naming conventions, management of data etc. To be responsible for the subsequent monitoring, management and development of the system.
- Ensure the buildings are maintained to the highest possible standards and that the building infrastructure and fabric is robustly managed.
- Undertake regular audits and building inspections to ensure the estate is well maintained and works have been completed to the required standard.
- Effectively manage building maintenance projects, including refurbishment and minor alterations, from inception to completion including post-occupancy evaluation.
- Review and develop processes and procedures in relation to Contractor induction, H and S, safe systems of work etc. and ensure suitable and sufficient systems are in place for the effective supervision and control of contractors and suppliers.

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, RTW checks are conducted via Yoti. DBS checks are required for certain roles. This was demonstrated against the recruitment of:

DF, Production and Venue Electrician:

- Job description
- Reference evidence
- Application form
- Contract of employment signed 09/04/2024
- Offer letter dated 08/02/2024
- RTW Yoti check, copy of passport
- Qualification verification
- Induction checklist (includes EMS awareness)

ES, Registry Administrator:

- Job description
- Reference evidence
- Application form
- Contract of employment signed 13/10/2024
- Offer letter dated 04/09/2024
- RTW Yoti check, copy of passport
- Qualification verification
- Induction checklist (includes EMS awareness)

A Training Needs Matrix V1.4 is used to list all employees and their skills, certifications and training needs. Training records were evidenced for:

LJ:

- General awareness of the EMS (including policy, key themes and objectives and targets)
- The requirements of ISO 14001:2015 and the RCM's EMS
- The context and needs and expectations of stakeholders
- EMS planning, including the aspects and impacts register, the EMS plan and the legal register
- Awareness of objectives and targets

- EMS support, including the awareness and communications processes, competence and training, and roles and responsibilities
- Relevant departmental operational controls (including emergency response)
- Collecting and reporting monitoring data
- Internal and external communications

CM:

- General awareness of the EMS (including policy, key themes and objectives and targets)
- The requirements of ISO 14001:2015 and the RCM's EMS
- The context and needs and expectations of stakeholders EMS planning, including the aspects and impacts register, the EMS plan and the legal register
- Awareness of objectives and targets
- EMS support, including the awareness and communications processes, competence and training, and roles and responsibilities
- Relevant departmental operational controls (including emergency response)
- Collecting and reporting monitoring data
- Internal and external communications
- IOSH Managing Safely
- IOSH Working Safely
- Asbestos awareness
- COSHH

A new appraisal process is in the process of being implemented, this would be useful to review at the next audit.

Communication is prevalent within the organisation through emails, notice boards, Environmental Committee, Management Review to name a few. The processes are in place for the criteria of what / when /with whom and how communication must be delivered.

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 within SharePoint. 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 V1.4
- Non-conformance Register V2

These documents are stored, protected, maintained, retained, and disposed of in accordance with their classification.

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 project was undertaken to update the lighting in the Concert Hall to LED lighting. This was discussed at the previous audit, and the stage lighting has now been implemented and demonstrated at this audit. The new lighting has resulted in around an 80% reduction in lighting energy usage in the concert hall, as well as better visibility for performers and the audience. The next step in this project is to update the chandelier lighting in the concert hall, this is due to be completed in summer 2025.

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 which is now the Health, Safety and Wellbeing Committee
- Develop a Health and Wellbeing Programme has been developed 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.

- There are now employee assistance programmes, mental health first aiders etc available to staff and students to ensure wellbeing
- The H and S Committee has been updated and is now the Health, Safety and Wellbeing Committee
- COSHH processes have been reviewed due to a recent spill in a COSHH cabinet, this has led to some improvement opportunities being identified and implemented

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 11/2024 which was evidenced at the audit.

The organisation has regular visits from an external fire consultant who conducts their fire risks assessments. The last fire risk assessments were evidenced dated 09/2024.

Fire extinguishers are serviced annually, the last service took place on 12/2024.

Fire drills take place annually per building and the last test took place on 24/10/2024.

Clause 9: Performance Evaluation

The organisation manages the maintenance of their equipment, with multiple lifts throughout the site with servicing evidenced, all 11 lifts were serviced by Pickerings throughout November 2024.

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 2023/2024 Sustainability Report' was evidenced and is due to be published in March 2025 once it has been reviewed at the various governance meetings including Estates Committee, Environmental Committee, Finance and General Purpose Committee, and the Council. 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.

The organisation now use Veolia for waste management as of January 2024. Veolia are moving to a fully electric waste collection fleet which was seen as an influence on the organisation's choice of supplier. Veolia supply monthly reports which will help the organisation track their waste.

There is a target to be Carbon Neutral by 2035, 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.

The organisation are part of an The Energy Consortium (TEC) which uses Kwiqly to track and manage the organisation's electricity usage.

A Voltage optimisation project is planned for summer 2025, this will significantly reduce the college's carbon footprint.

A Sustainability Report 2023-2024 was evidenced. This report detailed the performance for energy and waste use. Trends are currently looking positive:

- The report showed that the college was meeting their carbon emissions target.
- Carbon emissions scope 1 and 2 have been reduced 76% since 2016
- Carbon emissions scope 3 have been reduced by 10% from a 2019/2020 baseline
- Water usage has increased due to increased visitor numbers and more intensive use of the estate
- The total waste arising during the year was significant higher than last year. This is in part due to Veolia providing data for additional waste streams, such as COSHH and sanitary waste, but also reflects the increased visitor numbers. They also undertook a number of IT projects during the year which increased the WEEE waste we generated
- Recycling statistics are positive, with 40% of waste recycled.
- Paper usage from printing has reduced slightly from the last three years and remains significantly lower from pre-pandemic levels. The digitisation of the finance system, implementation of paperless class registers, move to online meetings and increased use of digital music scores have all reduced printing requirements.

The EMS Manual V1.3 includes the Internal Audit Procedure and an Internal Audit Schedule is used 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:

Audit dated 21/01/2025

Scope – Full EMS Audit

Audit team - Darren Chadwick (external EMS consultant), Sylvia Bentz (auditor)

Auditees - Daniel Miller RCM Projects and Environment Coordinator, Gethin Lewis RCM Estates Projects and Operations Manager

Findings:

- Major NC x1
- Observations x2
- OFIs x12

Good practice:

- Great leadership: There is evidence of excellent leadership on environmental management within the Estates, projects and teaching and research.
- Leading performance: The College's comprehensive and ambitious approach to sustainability management has been recognised by a 2nd year as the top ranked university with fewer than 5000 students in the People and Planet University League
- Continued strong performance: The environmental performance of the College continues to improve, with intensity metrics on energy, carbon and water use continuing to reduce

Corrective actions sample:

- MaNC 01: Current waste management practices do not comply with regulations and documented processes. Hazardous and COSHH waste was observed mixed with recycling and general waste. Fluorescent tubes were left outside the designated coffin and paint tins containing paint, were left unprotected on a table in the loading area, creating a risk of spillage.
- OBS 01: Insurers are not currently listed as key stakeholders in the 'Needs and expectations' sections of the EMS handbook and the stakeholder tab on the Register of Aspects and Impacts.
- OBS 02: MSDS samples were seen on the day, however no risk assessment for COSHH materials were available, having both is a regulatory requirement.
- OFI 03: There are a number of areas where training needs have been identified but training has not yet been completed.
- OFI 04: It would be useful to explore the reparability in the new laptops tender.
- OFI 05: It would be useful to review paper data and engage with the highest users in finding ways to reduce paper usage further.

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 28/01/2025 with the following attendees:

- AB
- GL
- DC
- BB
- LJ
- ACJ
- DA
- AO
- BP
- JW
- LH

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 - 2024 MiNC 02

- Classification – Minor
- Source – Internal
- Date raised - 01/09/2024
- ISO clause - 6.2 Environmental objectives and planning to achieve them

- Responsible - Daniel Miller
 - Detail - The EMS plan does not include the required planning actions for the new strategy (what will be done, what resources will be required, who will be responsible, when it will be completed, how the results will be evaluated, including indicators for monitoring progress towards achievement of its measurement environment objectives)
 - Corrective action - Reinstate the EMS plan document which contains the required information
 - Target date - 28/02/2024
 - Root cause - Introduction of the new strategy which was documented in a new format
 - Action to address root cause - Ensure the EMS plan is updated to match the strategy
 - Date action will be taken - 31/03/2024
 - Evidence to close - EMS plan has been updated
 - Date of acceptance - 31/03/2024
 - Auditor - Darren Chadwick
- Ref - 2025 MajNC 01
- Classification – Major
 - Source – Internal
 - Date raised - 21/01/2025
 - ISO clause - 8.1 Operational control
 - Responsible - Daniel Miller
 - Detail - Current waste management practices do not comply with regulations and documented processes. Hazardous and COSHH waste was observed mixed with recycling and general waste. Fluorescent tubes were left outside the designated coffin and paint tins containing paint, were left unprotected on a table in the loading area, creating a risk of spillage.
 - Corrective action - Place wastes in appropriate bins and remove waste paint
 - Target date - 14/02/2025
 - Root cause - The waste area does not have appropriate bins for hazardous waste, which has led to contamination. Some processes were not followed, likely due to knowledge/awareness of process. This is a recurring issue and needs to be escalated.
 - Action to address root cause - Review and update the waste management for hazardous waste. Conduct refresher training for key staff on hazardous waste and waste management in general
 - Date action will be taken - 31/03/2025

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
- Business and Planning Act 2020
- Noise Act 1996
- The Climate Change Levy Regulations 2001
- COSHH 2002

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 – 31/07/2025

COSHH assessments were evidenced:

- Britten Theatre
- Maintenance Cupboard
- 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. There have been no collections from this organisation since the previous audit.

Edmundson Electrical Ltd are used for WEEE and Hazardous waste outside of the IT Department.

A waste transfer note was evidenced dated 15/10/2024. Consignment Note no – NIL164/78560 for 1 Fluorescent Tubes Coffin.

Anyjunk are used for bulk waste, a Waste Transfer Note was evidenced for a collection dated 03/12/2024, job no – C-4DAENKKC.

Use of the Certification Mark

The BAB logo issued, was evidenced to be used correctly on the organisations email footers, and key published documentation.

Closing Meeting

The Closing Meeting was attended by Gethin Lewis, Projects and Operations Manager, Daniel Miller, Projects and Environmental Coordinator, Aida Berhamovic, Director of Estate, Darren Chadwick, External 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
No Non-Conformances Found		
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.

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
Leadership	✓	✓	✓	P
Planning	✓	✓	✓	P
Support	✓	✓	✓	P
Operation	✓	✓	✓	P
Performance Evaluation	✓	✓	✓	P
Improvement	✓	✓	✓	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.

The audit criteria applicable to this assessment are clearly outlined within the specific audit plan and the three-year programme. For further information on the audit scope and audit criteria, please refer to the accompanying audit plan and three-year programme.

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