



# Green Tick Certification Audit Independent Sustainability Audit of Corporation, Site & Products

Quantum Pacific Limited

August 2006

MAUNSELL | AECOM

# Independent Sustainability Audit of Corporation, Site & Products

Prepared for

**Quantum Pacific Limited**

Prepared by

**Maunsell Limited**

47 George Street, Newmarket, PO Box 4241, Auckland, New Zealand  
T +64 9 379 1200 F +64 9 379 1201 www.maunsell.com

August 2006

© Maunsell Limited 2006

The information contained in this document produced by Maunsell Limited is solely for the use of the Client identified on the cover sheet for the purpose for which it has been prepared and Maunsell Limited undertakes no duty to or accepts any responsibility to any third party who may rely upon this document.

All rights reserved. No section or element of this document may be removed from this document, reproduced, electronically stored or transmitted in any form without the written permission of Maunsell Limited.

# Quality Information

Document Independent Sustainability Audit of Corporation, Site & Products

Ref

Date August 2006

Prepared by Brian Barone

Reviewed by Susan Harris

## For Information - Green Tick Board

### Revision History

Revision	Revision Date	Details	Authorised	
			Name/Position	Signature
	18/08/2006		Peter Hartley Principal Environmental Scientist	

# Table of Contents

Executive Summary	5
1.0 Introduction	7
2.0 Purpose	8
3.0 Objectives	10
4.0 Certification Methodology	11
4.1 Certification Criteria	11
4.2 Definition of Sustainability	17
4.3 Types of Certification	18
4.3.1 Corporate	18
4.3.2 Site	18
4.3.3 Product	18
4.4 Certification Procedure	18
4.6 Government Authority Records	20
5.0 Audit Findings	21
5.1 Corporate	21
Quantum Pacific Head Office, Mount Wellington, Auckland	21
5.2 Site	22
Quantum Pacific's Baylor Manufacturing Site, Mt Wellington, Auckland	22
5.3 Product	23
6.0 Discussion	26
6.1 Corporate Sustainability	26
6.2 Manufacturing Site Sustainability	26
6.3 Product Sustainability	27
7.0 Conclusions	31
7.1 Corporate Sustainability	31
7.2 Site Sustainability	31
7.3 Product Sustainability	31
7.4 Summary	32
8.0 Recommendation	33
Appendix 1: Green Tick™ Sustainability Standards	1
Appendix 2: Green Tick™ - ISO Matrix	3
Appendix 3: Audit Team	2
Appendix 4: Quantum Pacific Safety & Environmental Policy	3
Appendix 5: Model Letter to Authorities	4
Appendix 6: References	5
Appendix 7: ARC Letter of Commendation	6

# Executive Summary

As part of its commitment to supply safer and sustainable alternatives to everyday products, Quantum Pacific Limited has applied for independent Sustainability Certification through Green Tick™ Certification Limited. Quantum Pacific sells household cleaning products in retail outlets in New Zealand and abroad.

Green Tick™ is an independent sustainability certification agency that certifies businesses, sites, products, and services for sustainability in accordance with the Green Tick™ Sustainability Standards. Attention is also paid to the relevant International Standards Organisation protocols on safety and environmental management that apply to the particular business operation being certified.

Quantum Pacific has applied for Site Certification of its Baylor Limited manufacturing plant, and product certification for its “Next Generation” line of products which it supplies to customers in New Zealand and abroad.

The objectives of the Certification Audit were to conduct an independent sustainability audit of Quantum Pacific’s policies, sites, and operations to determine whether they met the sustainability standards and quality management criteria required for Corporate, Site, and Product Certification.

The certification procedure used followed the environmental audit principles and procedures set out in the international standard for environmental audits, (AS/NZS 19011:2002); and involved documentation reviews, site visits, and inquiries to responsible government agencies regarding any health and safety, environmental, or other operational issues associated with the site.

Corporate Certification audits were conducted for Quantum Pacific Limited. Site Certification for Quantum Pacific’s Baylor manufacturing site located at 6 Te Apunga Place in Mt Wellington, Auckland. Product Certification was conducted for 7 “Next Generation” products manufactured at that site.

The certification findings were that Quantum Pacific meets the sustainability and quality standards required for Corporate Certification, Site Certification for the 6a Te Apunga Place manufacturing site, and Product Certification for the 7 “Next Generation” products manufactured at the Quantum Pacific site.

The conclusion of the Certification Audit was that, as far as can be determined from the information and investigations described herein, Quantum Pacific has demonstrated that its business operations and products meet requirements for the use of the “Green Tick™ Sustainable” brand.

Its operations occur in a way that does not lead to a permanent degradation of the environment. It is recommended that Quantum Pacific be granted Corporate Certification, Site Certification for the Quantum Pacific Baylor site, and Product Certification for the 7 “Next Generation” and products listed in this report.

**QUANTUM PACIFIC CORPORATE CERTIFICATION**



**QUANTUM PACIFIC BAYLOR  
SITE CERTIFICATION**



**PRODUCT CERTIFICATION**

**Next Generation All purpose Cleaner**



**Next Generation Inwash Stain Remover**



**Next Generation Dishwashing Liquid**



**Next Generation Laundry Powder**



**Next Generation Soaker**



**Next Generation Fabric Conditioner**



**Next Generation Auto Dishwash Powder**



---

**Total Number of Products Certified:**

**7**

---

# 1.0 Introduction

Green Tick™ Certification Limited ('Green Tick™') is an independent sustainability certification agency that provides sustainability certification of businesses, sites, products, and services in accordance with the Green Tick™ Sustainability Standards ('sustainability standards'); with attention to the relevant International Standards Organisation ('ISO') protocols that apply to the particular business operation being certified.

Quantum Pacific Limited ('Quantum Pacific') of 6a Te Apunga Place, Mt Wellington, Auckland, New Zealand, has applied to Green Tick™ for sustainability certification of its operations in three respects:

- **Corporate sustainability certification** of Quantum Pacific Limited as a business unit;
- **Site sustainability certification** of the Baylor manufacturing facilities located at 6a Te Apunga Place, Mt Wellington, one of Quantum Pacific's manufacturing sites; and,
- **Product sustainability certification** of Quantum Pacific's "Next Generation" brand of household cleaners.

Quantum Pacific sells household cleaning products that are produced in an environmentally friendly and sustainable manner and now wishes to complete the sustainability certification process necessary for the use of the "Green Tick™ SUSTAINABLE" brand.

For the Quantum Pacific application, Green Tick™ sustainability certification required an independent audit of:

- (a) Quantum Pacific's corporate management policies and procedures at its Head Office;
- (b) Quantum Pacific's policies and procedures at its 6 Te Apunga Place, Mount Wellington, Auckland, New Zealand, manufacturing site; and,
- (c) Production processes and content of the nominated "Next Generation" brand of products.

The sustainability audit was conducted by an independent audit team according to the requirements of the ISO 9001 (quality management), ISO 14001 (environmental management), and ISO 17000 (conformity assessment) series quality standards.

This report sets out the objectives, methodology and findings of the sustainability audit conducted over the period August 2005 to August 2006. It discusses the findings in terms of sustainability standards required for the use of the "Green Tick™ SUSTAINABLE" brand. It makes a recommendation as to whether sustainability accreditation should be awarded to Quantum Pacific for the sites and products identified in this report.

## 2.0 Purpose

The purpose of this report is to present the results of an independent external sustainability audit of Quantum Pacific's key facilities, operations and nominated products carried out in terms of the relevant guidelines contained within the sustainability standards, and applicable ISO protocols.

Further details of the content of the sustainability standards appear in Appendix 1: Green Tick™ Sustainability Standards. A matrix showing the ISO Standards used in the design of the Green Tick™ sustainability standards appears in Appendix 2: Green Tick™ ISO Matrix.

The process for an organisation to gain sustainability certification comprises the following stages:

- Stage I: Preparing for Certification
- Stage II: Making an Application
- Stage III: Independent External Sustainability Audit
- Stage IV: Corrective Actions (where necessary)
- Stage V: Award of Sustainability Certification and Licensing of "Green Tick™ SUSTAINABLE" brand.

This report addresses Stages III-V of the process for Quantum Pacific.

Table 2.1 below sets out a summary of sustainability and quality management standards as they are currently operated at Quantum Pacific.

**Table 2.1: Quantum Pacific Sustainability and Quality Management June 2006**

<b>STANDARD</b>	<b>DESCRIPTION</b>	<b>APPLICATION</b>
<b>Green Tick™</b>		
Health and Safety	Site, employee, supplier, and customer health and safety	Corporate policy Mt Wellington Baylor factory site “Next Generation” products SOP
Product Identity	Product Origin, Quality, and Labelling	“Next Generation” products SOP
Resource Use	Resource, chemical, and energy use	Mt Wellington Baylor factory site “Next Generation” products SOP
Nuisance Effects	Noise, dust, odour, vibration, light spill, spray drift	Mt Wellington Baylor factory site SOP
Contaminant Discharges	Solid, liquid and gaseous discharges to air, land and water. Climate change.	Mt Wellington Baylor factory site SOP
Waste Management	Solid, liquid, gaseous and hazardous wastes	Mt Wellington Baylor factory site SOP
Environmental Management Systems ('EMS') and Performance	Environmental Plan, Statement, or EMS setting out policies, objectives, procedures. Records of compliance and performance.	Corporate policy Mt Wellington Baylor factory site SOP
Legal Compliance	Compliance with environmental authority requirements and law	Corporate policy Mt Wellington Baylor factory site SOP

Key: QA = Quality Assurance

SOP = Standard Operating Procedures

Source: Quantum Pacific Company Records 2005-06

## 3.0 Objectives

The Certification Objectives were:

- (1) To conduct a sustainability audit of Quantum Pacific's corporate policies and operations to determine whether they meet the sustainability standards and quality management criteria required for a Corporate Certification;
- (2) To conduct a sustainability audit of the Quantum Pacific manufacturing site policies and operations to determine whether they meet the sustainability standards and quality management criteria required for a Site Certification;
- (3) To conduct a sustainability audit and testing of Quantum Pacific's nominated "Next Generation" products to determine whether they meet the sustainability standards and quality management criteria required for Product Certification;
- (4) To identify any immediately necessary Corrective Actions that Quantum Pacific needs to take to satisfy the requirements of the Green Tick™ sustainability audit.

## 4.0 Certification Methodology

### 4.1 Certification Criteria

Sustainability certification for the Quantum Pacific application was completed using the criteria as set out in Tables 4.1 to 4.3 below.

**Table 4.1: Quantum Pacific Corporate Certification Criteria**

CRITERIA/STANDARD	PERFORMANCE STANDARD	ITEMS REVIEWED
Green Tick™		
Health and Safety	<ul style="list-style-type: none"> <li>(1) No serious harm accidents in past 12 months</li> <li>(2) No substantiated complaints about health and safety issues in past 12 months</li> <li>(3) Procedure in place to adequately deal with complaints about product quality</li> <li>(4) OSH-compliant H&amp;S system in place</li> <li>(5) Annual reviews of potential risk areas and mitigation taken</li> <li>(6) Less than five minor non-conformances with H&amp;S management system per 100 workers in past 12 months</li> <li>(7) 100% compliance with all legal requirements</li> <li>(8) No successful enforcement actions by govt H&amp;S agencies in past 12 months</li> </ul>	<ul style="list-style-type: none"> <li>(1) Corporate health and safety policy, procedures, and records</li> <li>(2) OSH Authority (Dept of Labour) records</li> </ul>
Product Identity	<ul style="list-style-type: none"> <li>(1) Product Origin traceable to country of origin</li> <li>(2) Product Quality meets all legal and/or industry 'best practice' standards</li> <li>(3) Product Labelling meets legal standards, preferably traceable</li> </ul>	<ul style="list-style-type: none"> <li>Corporate policy, procedures and records</li> <li>Random selection of product samples</li> </ul>
Resource Use	<ul style="list-style-type: none"> <li>(1) Programme in place to reduce resource use with defined performance targets</li> <li>(2) Resources used lowest practical for site with current technology per sales unit</li> <li>(3) Programme in place to identify and use recycled</li> </ul>	<ul style="list-style-type: none"> <li>Corporate policy, procedures and records</li> </ul>

	<p>materials where appropriate</p> <p>(4) Chemical residues comply with industry or govt standard</p> <p>(5) Programme in place to minimise energy use with defined performance targets</p> <p>(6) Energy resources used lowest practical for site with current technology per sales unit</p>	<p>Corporate policy, procedures and records</p>
Nuisance Effects	<p>No substantiated complaints from neighbours in past 12 months</p>	<p>Corporate policy</p> <p>Complaints record</p>
Contaminant Discharges	<p>(1) Programme in place to minimise contaminant discharges with defined performance targets</p> <p>(2) Contaminant discharges at lowest practical for site with current technology per sales unit</p>	<p>Corporate policy</p> <p>Environmental authority (Regional Council) records</p>
Waste Management	<p>(1) Waste minimisation and recycling programme in place with defined performance targets</p> <p>(2) Wastes reduced, re-used, recycled, or properly disposed to authorised facilities</p>	<p>Corporate policy</p> <p>Environmental authority (City Council) records</p>
Environmental Management Systems ('EMS') and Performance	<p>(1) Environmental management programme in place with defined performance targets consistent with industry or govt standards.</p> <p>(2) Less than five minor non-conformances per 100 workers with EMS in past 12 months</p>	<p>Corporate Environmental Management Plan and records</p>
Legal Compliance	<p>(1) 100% legal compliance with environmental consents and applicable plan rules</p> <p>(2) No successful enforcement actions by govt environmental agencies in past 12 months</p>	<p>Corporate records</p> <p>Regional and City Council statutory plans and records</p>

**Table 4.1: Quantum Pacific Corporate Certification Criteria cont...**

<b>CRITERIA/STANDARD</b>	<b>PERFORMANCE STANDARD</b>	<b>ITEMS REVIEWED</b>
<b>ISO</b>		
OSHAS 18001:1999 OSH Management Systems – Specification	Health and Safety management system <u>only</u> - no specific performance standards stated. Not yet officially listed as ISO standard	Corporate policy and procedures
AS/NZS ISO 9001:2000 Quality Management Systems - Requirements	Quality management system <u>only</u> - no specific performance standards stated	Corporate policy and procedures
AS/NZS ISO 14001:1996 Environmental Management Systems – Specification with Guidance for Use	Environmental Management System <u>only</u> - no specific performance standards stated	Corporate Environmental Management Plan and records

Source: Quantum Pacific Company Records 2004

Department of Labour, Auckland Regional Council, Auckland City Council records 2006

ISO 1996-2006

**Table 4.2: Quantum Pacific Manufacturing Site Certification Criteria**

<b>CRITERIA/STANDARD</b>	<b>PERFORMANCE STANDARD</b>	<b>ITEMS REVIEWED</b>
Green Tick™		
Health and Safety	<ul style="list-style-type: none"> <li>(1) No serious harm accidents in past 12 months</li> <li>(2) No substantiated complaints about health and safety issues in past 12 months</li> <li>(3) Procedure in place to adequately deal with complaints about product quality</li> <li>(4) OSH-compliant H&amp;S system in place</li> <li>(5) Annual reviews of potential risk areas and mitigation taken</li> <li>(6) Less than five minor non-conformances with H&amp;S management system per 100 workers in past 12 months</li> <li>(7) 100% compliance with all legal requirements</li> <li>(8) No successful enforcement actions by govt H&amp;S agencies in past 12 months</li> </ul>	<ul style="list-style-type: none"> <li>(1) Site health and safety policy, procedures, and records</li> <li>(2) OSH Authority (Dept of Labour) records</li> </ul>
Product Identity	<ul style="list-style-type: none"> <li>(1) Product Origin traceable to country of origin</li> <li>(2) Product Quality meets all legal and/or industry 'best practice' standards</li> <li>(3) Product Labelling meets legal standards, preferably traceable</li> </ul>	<ul style="list-style-type: none"> <li>Site policy, procedures and records</li> <li>Random selection of product samples</li> </ul>
Resource Use	<ul style="list-style-type: none"> <li>(1) Programme in place to reduce resource use with defined performance targets</li> <li>(2) Resources used lowest practical for site with current technology per sales unit</li> <li>(3) Programme in place to identify and use recycled materials where appropriate</li> <li>(4) Chemical residues comply with industry or govt standard</li> </ul>	<ul style="list-style-type: none"> <li>Site policy, procedures and records</li> </ul>

**Table 4.2: Quantum Pacific Site Certification Criteria cont...**

<b>CRITERIA/STANDARD</b>	<b>PERFORMANCE STANDARD</b>	<b>ITEMS REVIEWED</b>
Resource Use cont...	(5) Programme in place to minimise energy use with defined performance targets  (6) Energy resources used lowest practical for site with current technology per sales unit	Site policy, procedures and records
Nuisance Effects	No substantiated complaints from neighbours in past 12 months	Site policy Complaints record
Contaminant Discharges	(1) Programme in place to minimise contaminant discharges with defined performance targets  (2) Contaminant discharges at lowest practical for site with current technology per sales unit	Site policy Environmental authority (Regional Council) records
Waste Management	(1) Waste minimisation and recycling programme in place with defined performance targets  (2) Wastes reduced, re-used, recycled, or properly disposed to authorised facilities	Site policy Environmental authority (City Council) records
Environmental Management Systems ('EMS') and Performance	(1) Environmental management programme in place with defined performance targets consistent with industry or govt standards.  (2) Less than five minor non-conformances per 100 workers with EMS in past 12 months	Site Environmental Management Plan and records
Legal Compliance	(1) 100% legal compliance with environmental consents and applicable plan rules  (2) No successful enforcement actions by govt environmental agencies in past 12 months	Site records Regional and City Council statutory plans and records

**Table 4.2: Quantum Pacific Site Certification Criteria cont...**

CRITERIA/STANDARD	PERFORMANCE STANDARD	ITEMS REVIEWED
ISO		
OSHAS 18001:1999 OSH Management Systems – Specification	Health and Safety management system <u>only</u> - no specific performance standards stated. Not yet officially listed as ISO standard	Site policy and procedures
AS/NZS ISO 9001:2000 Quality Management Systems - Requirements	Quality management system <u>only</u> - no specific performance standards stated	Site policy and procedures
AS/NZS ISO 14001:1996 Environmental Management Systems – Specification with Guidance for Use	Environmental Management System <u>only</u> - no specific performance standards stated	Site Environmental Management Plan and records

Source: Quantum Pacific Company Records 2004

Department of Labour, Auckland Regional Council, Auckland and City Council records 2006

ISO 1996-2006

**Table 4.3: Quantum Pacific “Next Generation” Product Certification Criteria**

CRITERIA/STANDARD	PERFORMANCE STANDARD	ITEMS REVIEWED
Green Tick™		
Health and Safety	(1) No substantiated customer complaints about product health and safety issues in past 12 months (2) Procedure in place to adequately deal with complaints about product quality (3) 100% compliance with all legal requirements (4) No successful enforcement actions by govt H&S agencies in past 12 months	Quantum Pacific health and safety procedures and records. OSH Authority (Dept of Labour) records
Product Identity	(1) Product Origin traceable to country of origin (2) Product Quality meets all legal and/or industry 'best practice' standards (3) Product Labelling meets	Quantum Pacific procedures and records. Selection of product samples chosen by auditor

	legal standards, preferably traceable	
Resource Use	(1) Resource use efficiency maximised as much as is practical (2) Recycling programme in place where appropriate (3) Chemical residues comply with industry or govt standard (4) Energy use efficiency maximised as much as is practical	Quantum Pacific procedures and records. Random selection of product samples
Contaminant Discharges	Contaminant discharges at lowest practical for product with current technology	Quantum Pacific procedures and records. Environmental authority (Regional Council) records
Waste Management	Product wastes reduced, re-used, and/or can be recycled, or safely disposed to authorised facilities	Quantum Pacific procedures and records. Environmental authority (City Council) records
Legal Compliance	(1) 100% legal compliance with environmental consents and applicable plan rules (2) No successful enforcement actions by govt environmental agencies in past 12 months	Quantum Pacific procedures and records. Regional and City Council records

Source: Quantum Pacific Company Records 2004

## 4.2 Definition of Sustainability

The definition of sustainability used for this audit was as follows:

**SUSTAINABILITY means that, as a minimum, operations occur in a way that does not lead to permanent degradation of the environment.**

This concept of sustainability included the consideration of:

- Permanent, irreversible effects;
- The cumulative effects of a number of different elements working together over space and time;
- Severe temporary effects; and,
- The full life cycle of a product down the supply chain.

It should be noted here that:

The Green Tick™ Performance Standards were used to measure the sustainability performance of the organisation, site or product in terms of outcomes of operations; and,

The ISO Standards were used as a guide for the assessment of management systems at the organisation and site, and as they pertained to products.

The Green Tick™ Certification Methodology is aimed at making an independent sustainability assessment of an organisation, site or product. It does not constitute an audit or certification of management systems in respect of ISO 9001, ISO 14001 and OSHAS 18001. Nor is it a product performance test.

### **4.3 Types of Certification**

#### **4.3.1 Corporate**

Corporate sustainability certification examines whether the applicant's corporate organisation has the necessary policy and procedures in place to meet its stated health and safety and environmental management objectives, and whether the organisation's recording and monitoring systems are adequate to objectively measure its sustainability performance against defined standards. The performance standards achieved by the corporation in the past 12 months are then checked against the Green Tick™ Performance Standards, and the corporation's sustainability performance claims and reputation verified against records kept by the relevant government health and safety and environmental authorities.

#### **4.3.2 Site**

Site sustainability certification examines whether the applicant's manufacturing site has the necessary policy and procedures in place to meet its stated health and safety and environmental management objectives, and whether the site's recording and monitoring systems are adequate to objectively measure its sustainability performance against defined standards. The performance standards achieved at the site in the past 12 months are then checked against the Green Tick™ Performance Standards, and the site's sustainability performance claims and reputation verified against records kept by the relevant government health and safety and environmental authorities.

#### **4.3.3 Product**

Product sustainability certification examines whether the applicant's product/s meet the minimum requirements of the Green Tick™ Performance Standards, and whether the applicant's sustainability performance claims for that product can be verified against records pertaining to the applicant's activities held by the relevant government health and safety and environmental authorities.

### **4.4 Certification Procedure**

The certification procedure followed by the certification team in this audit was undertaken in accordance with the environmental audit principals and procedures as set out in AS/NZS ISO 19011:2002. Table 4.4 below summarises the certification procedure followed.

**Table 4.4 Summary of Certification Procedure**

<b>TASK</b>	<b>DESCRIPTION</b>	<b>DATE COMPLETED</b>
<b>1. SCOPING</b>		
1.1 Scope	Define what is to be certified	19.06.05
1.2 Framework	Define aim, objectives, criteria, methodology	19.06.05
1.3 Team	Define audit team from Maunsell, and Quantum Pacific	22.06.06
1.4 Draft Certification Plan	Consider and finalise plan in consultation with team members in Opening Meeting	20.06.05
1.5 Preliminary Document Review	Review Quantum Pacific records	12.07.06
<b>2. AUDIT PLAN</b>		
2.1 Task Lists	Specific lists of tasks to be completed	12.07.06
2.2 Team Assignments	Assign tasks to team members	12.07.06
2.3 Working Documents	Select and assign appropriate working documents	12.07.06
<b>3. AUDIT PROGRAMME</b>		
3.1 Programme Schedule	Times and dates when tasks will be completed	13.07.06
3.2 Costs	Define any costs of programme	3.07.06
<b>4. CERTIFICATION REPORT</b>		
4.1 Draft Report	Prepare draft report and discuss with team members in Closing Meeting	28.08.06
4.2 Corrective Actions	Identify and action	28.08.06
4.3 Final Report	Complete and issue Final Report	28.08.06

Source: Green Tick Certification Limited 2004

Appendix 3 contains details of the names and qualifications of the Audit Team.

## 4.5 Site Visits

The Opening Meeting was held with Quantum Pacific management on 27 June 2005 to discuss the scope of the audit and set audit objectives and programme. The certification team visited Quantum Pacific's Head Office and manufacturing facilities on 9<sup>th</sup> August 2006. The Opening Meeting was held at these sites, and the Preliminary Document Review was undertaken. Copies of all key documents were provided by Quantum Pacific to Green Tick™ prior to the site visit and included quality and environmental management documents (see *Appendices 4 and 5*).

The site visit also involved an inspection of facilities and services. Reviews of the facilities were completed with respect to their location, history, size, function, normal operating circumstances, compliance with regional (ARC) and district (ACC) plan rules, environmental effects, and adherence to Quantum Pacific existing quality, safety, and environmental management systems.

The Closing Meeting with the certification team was held by teleconference on 30 August 2006, where the final report was made available to Quantum Pacific, and the audit results were discussed and finalised.

## 4.6 Government Authority Records

Written requests were sent to the relevant health and safety and environmental authorities to confirm the legal compliance and public complaint record of Quantum Pacific Limited (copy of model letter attached in *Appendix 6*).

The authorities responded with either a nil return (no issues identified), or confirmed in writing that no problems or complaints regarding Quantum Pacific operations had been reported in the past 12 months. The audit team reviewed a letter of commendation received by Quantum Pacific from the Auckland Regional Council regarding their sustainable work practices and ongoing efforts towards sustainability.

## 5.0 Audit Findings

### 5.1 Corporate

#### Quantum Pacific Head Office, Mount Wellington, Auckland

Table 5.1 below summarises the findings of this certification audit for Quantum Pacific's Corporate Sustainability Application.

**Table 5.1 Certification Findings – Quantum Pacific Corporate**

CRITERIA/STANDARD	PERFORMANCE STANDARDS	COMMENT
<b>Green Tick™</b>		
<b>Health and Safety</b>	All eight performance standards met.	High standard of health and safety is a core value effectively actioned throughout the company.  No record of any complaints, or non-compliance with legal standards. Low risk industry
<b>Product Identity</b>	All three performance standards met.	Products thoroughly described, and traceable back through entire supply chain to origin by batch number or other company records.
<b>Resource Use</b>	All six performance standards met.	Minimising resource, energy and chemical use is a core value followed through to product issue level, and for commercial efficiency.
<b>Nuisance Effects</b>	Performance standard met.	No complaints recorded at Quantum Pacific, or with govt authorities
<b>Contaminant Discharges</b>	All performance standards met.	Contaminant discharges minimised largely by use of non-toxic source materials.  No hazardous substances kept at retail site
<b>Waste Management</b>	All performance standards met.	Waste minimisation is a core value followed through at all levels of Quantum Pacific operations
<b>Environmental Management Systems ('EMS') and</b>	All performance standards met.	Corporate EP in operation, with adequate recording and

<b>Performance</b>	monitoring systems
--------------------	--------------------

<b>Legal Compliance</b>	All performance standards met.	No record of non-compliance or complaint at Quantum Pacific or with govt authorities
-------------------------	--------------------------------	--

Source: Quantum Pacific records 2006, Govt Authority records 2006

## 5.2 Site

### Quantum Pacific's Baylor Manufacturing Site, Mt Wellington, Auckland

Table 5.2 below summarises the findings of this certification audit for Quantum Pacific's Site Sustainability Application on behalf of Quantum Pacific Limited.

**Table 5.2 Certification Findings – Quantum Pacific Manufacturing Site Sustainability**

CRITERIA/STANDARD	PERFORMANCE STANDARDS	COMMENT
<b>Green Tick™</b>		
<b>Health and Safety</b>	All eight performance standards met.	High standard of health and safety is a core value effectively actioned at the site. Analytical and research chemistry lab standards followed.  No record of any complaints, or non-compliance with legal standards. Low risk industry
<b>Product Identity</b>	All three performance standards met.	Products thoroughly described, and traceable back through entire supply chain to origin by batch number or other site records.
<b>Resource Use</b>	All six performance standards met.	Latest technology used for environmental and economic efficiency
<b>Nuisance Effects</b>	Performance standard met.	No complaints recorded at Quantum Pacific, or with govt authorities
<b>Contaminant Discharges</b>	All performance standards met.	Contaminant discharges minimised by use of non-toxic source materials and latest process technology
<b>Waste Management</b>	All performance standards met.	Waste minimisation is a core commercial and environmental

		value followed through on site
<b>Environmental Management Systems ('EMS') and Performance</b>	All performance standards met.	Corporate EP in operation; extensive, comprehensive SOP in use to ISO 9000 standard
<b>Legal Compliance</b>	All performance standards met.	No record of non-compliance or complaint at Quantum Pacific or with govt authorities

Key: SOP = Standard Operating Procedures

Source: Quantum Pacific records 2006, Govt Authority records 2006

### 5.3 Product

Table 5.3 below summarises the list of products that Quantum Pacific nominated in applying for product certification.

**Table 5.3: Product Sustainability – Application List**

PRODUCT	DESCRIPTION	ACCEPTED/DECLINED
1. Next Generation Auto Dishwash Powder	Dishwashing soap powder	Accepted – produced at a certified site
2. Next Generation Inwash Stain Remover	Stain Remover	Accepted – produced at a certified site
3. Next Generation All Purpose Cleaner	Household cleanser	Accepted – produced at a certified site
4. Next Generation Dishwashing liquid	Liquid Dishwashing Soap	Accepted – produced at a certified site
5. Next Generation Laundry Powder	Powdered detergent for Laundry	Accepted – produced at a certified site
6. Next Generation Soaker	Laundry Soaker for stain removal	Accepted – produced at a certified site
7. Next Generation Fabric Conditioner	Fabric conditioner for laundry	Accepted – produced at a certified site

Source: Quantum Pacific records (MSDS) 2006

Products manufactured under the “Next Generation” brand were accepted for certification because they are manufactured at a site that has achieved the Green Tick™ Sustainability Certification Standard. When changing from a certified to a non-certified product in the bottling line, filling machines are cleaned between each run and the resulting wash water is collected and recycled for reuse.

Additional products manufactured at the site can be certified at a later date if required. Table 5.4 below summarises the findings of this audit for the products that were accepted for certification.

**Table 5.4 Certification Findings – “Next Generation” Products Accepted for Certification**

CRITERIA/STANDARD	PERFORMANCE STANDARDS	COMMENT
<b>Green Tick™</b>		
<b>Health and Safety</b>	All eight performance standards met.	No record of complaints with product health or safety issues. Effective procedure in place to deal with customer queries about product use and product quality. Very high standard of health and safety management
<b>Product Identity</b>	All three performance standards met.	Products traceable back through supply chain to origin by batch number. Independent testing verified claimed product content
<b>Resource Use</b>	All six performance standards met.	Latest technology used in manufacture for environmental and economic efficiency
<b>Nuisance Effects</b>	Performance standard met.	No nuisance effects of products identified
<b>Contaminant Discharges</b>	All performance standards met.	No contaminant discharge issues identified. Independent testing verified claimed product contents
<b>Waste Management</b>	All performance standards met.	No waste management issues with products. Packaging recyclable
<b>Legal Compliance</b>	All performance standards met.	No record of non-compliance with legal standards

Source: Quantum Pacific records 2006, Govt Authority records 2006

The results of the sustainability audit are summarised below.

- Quantum Pacific Corporate Certification – certification standard achieved.
- Quantum Pacific Manufacturing Site Certification – certification standard achieved.
- Product Certification – “Next Generation” products manufactured at Quantum Pacific site certification standard achieved.

- Product Certification – remaining products manufactured at Quantum Pacific Manufacturing Site – not certified at this time due to these products not being included in this certification audit. Additional Quantum Pacific products can be audited and certified at a later date if required.

## 6.0 Discussion

### 6.1 Corporate Sustainability

Quantum Pacific's corporate environmental policy states that Quantum Pacific is committed to understanding and minimizing any adverse environmental impacts of their product manufacturing activities.

Therefore safety and sustainability are core policies that Quantum Pacific states it will action by providing the public with sustainable alternatives to everyday products. This is achieved by the Company claiming to offer products that are "sustainable".

These claims may be verified by examining Quantum Pacific's corporate policies (see Appendix 4), production methodologies and product samples in terms of their origin, and means of manufacture.

Quantum Pacific provided written and physical evidence that its products qualify as sustainable. This evidence was in the form of Material Safety Data Sheets ('MSDS') for its products, and product raw material documentation.

The documentation provided was examined for reliability and accuracy, and was compared in terms of content and format against the relevant ISO quality standards.

Site visits of the Quantum Pacific Office and Manufacturing Facility at Mt Wellington confirmed that corporate policy on safe and efficient operations were being carried out on a day-to-day basis with tidy, efficient, low risk management in place. Copies of Quantum Pacific "Complaints" and "Accident Records" confirmed that health and safety policies and standards were being met, with a "Zero Accident" performance standard recorded in the previous 12 months.

Inquiries to the relevant health and safety and environmental authorities confirmed that Quantum Pacific has a "Zero Serious Harm Accident", "Zero Complaints" record with these authorities.

The evidence provided, and investigations made showed that Quantum Pacific as a corporation has effective policies and procedures in place to meet its stated health and safety and sustainability objectives. Its recording and monitoring systems were adequate to demonstrate compliance with the Green Tick™ Performance Standards. Quantum Pacific's high standard of safety and sustainability performance in its operations and products was further verified by records kept by the relevant government authorities.

### 6.2 Manufacturing Site Sustainability

Quantum Pacific is a small household cleaning product manufacturing company located in industrial premises at 6 Te Apunga Place, Mt Wellington, Auckland, New Zealand.

Quantum Pacific is committed to developing and manufacturing products that are "Sustainable". Quantum Pacific's central health and safety policy is to provide a work place which is free from accident and significant hazards. (See Appendix 5.)

Thus Quantum Pacific as a manufacturing company is committed to safely producing products that have low impact on the environment. This is compatible with Quantum Pacific's stated belief that they have *"an important role to play in protecting and enhancing the environment for future generations"*.

Quantum Pacific's stated manufacturing policies may be verified by examining Quantum Pacific's health, safety, and environmental record, their criteria for selection and use of raw materials, production methodologies, and the environmental effects of manufacture.

Quantum Pacific provided written evidence of its quality specifications for raw materials, and provided copies of associated detailed procedures (Standard Operating Procedures – SOP), for testing the specifications of materials provided by its suppliers. Batch production techniques and detailed product labelling also proceeds according to precise quality specifications in Quantum Pacific's Manual of SOP ('Manual'). Quantum Pacific provided examples of SOP covering all the required environmental and health and safety procedures for the site. Among these were procedures for spill handling, accident reporting, energy conservation, protective clothing, reject procedures, waste management, product complaint handling, and corrective actions.

The SOPs provided were assessed for reliability and accuracy, and were compared in terms of content and format against the relevant ISO quality standards. Overall, the Quantum Pacific site demonstrated a very high standard of operational practice and site housekeeping, in line with the quality of management and documentation required for ISO 9001 certification.

Copies of the Quantum Pacific's general "Complaints Record" and "Accident Records" confirmed that health, safety, and environmental policies and standards were being met, with a "Zero Serious Harm Accident" performance standard recorded in the previous 12 months.

Inquiries to the relevant health and safety and environmental authorities confirmed that Quantum Pacific has a "Zero Serious Harm Accident", "Zero Complaints" record with these authorities.

The written and physical evidence provided showed that Quantum Pacific as a manufacturing site has international standard policies and procedures in place to meet its stated health and safety and sustainability objectives. Its recording and monitoring systems are more than adequate to demonstrate compliance with the Green Tick™ Performance Standards.

Quantum Pacific's very high standard of safety and sustainability performance in its operations and products was further verified by the records kept by the relevant government authorities as noted above.

### **6.3 Product Sustainability**

The safety and sustainability of Quantum Pacific products are tested by comparing the products' manufacturing and product characteristics against the Green Tick™ Performance Standards for:

#### **6.3.1 Health and Safety – is there an effective Occupational Safety and Health-compliant safety management system in place? Are the products produced without unduly harming any person?**

Site visits and inspections carried out as part of this audit verified that the health and safety policies of both Quantum Pacific's head office (see Appendix 4) and Quantum Pacific's manufacturing facility (see Appendix 5) are carried out effectively, and to target.

The minimum safety performance standard set for Green Tick™ Certification is zero serious harm (two days or more in hospital) accidents associated with the product's manufacture.

Accident and Complaints Records provided by Quantum Pacific, and as further verified by government authority records, confirmed that the Green Tick™ performance standards for safety are met by Quantum Pacific, and more particularly are met with respect to product manufacture at the Quantum Pacific site.

**6.3.2 Product Identity – can the raw materials used be traced back to their country of origin? Does the product quality meet all legal and/or industry best practice standards? Does the product labelling meet all legal standards, and can it trace the product back to its point of manufacture?**

Raw materials sourcing and purchasing records provided by Quantum Pacific confirmed that raw materials could be traced back to their country of origin or commodity market source. The sustainability and/or renewable nature of the raw material can thus be established; for example, the sustainability of a palm oil supply from Hawaii. Quality testing and self-audit procedures at Quantum Pacific ensures that all legal requirements are met for product quality, with Quantum Pacific specifications for individual products under constant review depending on customer responses, market conditions, and the commercial need to continuously improve or replace product ingredients with better performing material whenever practical and economic. Batch product labelling of every product container provides the means of checking product quality, dealing with any customer queries, and tracing the product back to its site, date and time of manufacture.

Thus product specification criteria, raw materials and product quality assurance and purchasing records and procedures kept by Quantum Pacific provide the means of satisfying the Green Tick™ standards for Product Identity.

**6.3.3 Resource Use – is resource use efficiency maximised, preferably according to continuously reviewed performance targets? Is a recycling programme in place where practical? Do chemical residues comply with industry or government standards? Is energy use efficiency maximised as much as is practical?**

The realities of high quality standard specifications (with raw materials quarantined and quality tested before release for manufacture), economic efficiencies for small companies in a very competitive market, combined with tightly-controlled batch processing technology and practices, mean that little wastage occurs when manufacturing the Quantum Pacific products. This was verified by examining Quantum Pacific's manufacturing procedures and monitoring results for Quantum Pacific products. The equipment, technology, and operational procedures used at the Quantum Pacific site were found to be equivalent in quality to analytical research laboratory standards, probably to ISO 9001 standard, as noted above in Section 6.2.

Recycling is a practice which occurs automatically on the factory floor and in the office, especially where cost savings can be achieved in raw materials and packaging. All product packaging is recyclable, and packaging resources used (paper, cardboard, plastics) are the best possible within current technology and budgets. Chemical residues are very low as a result of efficient production of low toxicity end products.

Energy use efficiencies are limited by reliance on New Zealand's National Grid supply, but energy use is minimised as a matter of cost efficiency by, monitoring of energy use in different building zones, replacement of equipment with more energy-efficient models where available and economic and close management of lighting and heating practices.

These measures and day-to-day management practices meet the Green Tick™ standards for Resource Use Efficiency, as Quantum Pacific Limited demonstrated that they are doing all that is practical within the limits of the materials and infrastructure that they work with, to maximise resource use efficiency and reduce resource and energy costs.

**6.3.4 Contaminant Discharges – are contaminant discharges the lowest practical for the product with current technology? Are greenhouse gas emissions an issue, and if they are, what is being done to minimise or mitigate them?**

The production of low toxicity end products, and the manufacturing site's relatively small size, mean that contaminant discharge volumes are relatively low and relatively non-toxic. Quantum Pacific currently drums all waste water used during operations and releases no wastewater to municipal sewer systems. Wastewater is recycled by an independent operator at an off site location, resulting in an extremely environmentally friendly operation.

Greenhouse gas emissions are not a significant issue for Quantum Pacific products. Transport modes represent the main contributor to green house gas emissions related to Quantum Pacific products, but Quantum Pacific has very limited influence over such infrastructural matters. Thus the Green Tick™ standards for Contaminant Discharges are met, largely as a result of the low toxicity nature of Quantum Pacific products and their continued commitment to operating an environmentally friendly sustainable facility.

**6.3.5 Waste Management – are product wastes reduced, re-used, or recycled as much as is practical and economic? Are all wastes, especially hazardous wastes, disposed to licensed facilities?**

Waste management issues for Quantum Pacific products are significantly mitigated by the use of the “reduce, re-use, recycle” tenet as part of everyday practice, the presence of high quality manufacturing facilities, and the production of low toxicity end products in relatively small volumes, within a relatively well-serviced urban area.

The Quantum Pacific manufacturing site maintains a detailed waste management procedure which sets out individual staff responsibilities and procedures for identifying, separating, and recording the amount, disposal (or recycling) path and final destination of paper, plastic, glass, metal, tablet or other solid form wastes, liquids, and chemical wastes. Chemical wastes are kept separate in corrosive and non-corrosive classifications, and stored in labelled glass bottles in a designated locked area for disposal by specialist contractors. The Quantum Pacific Product Rejects procedure involves returning of rejects to the manufacturer and is coordinated with the Waste Management Procedures. Cleaning of batch processing tanks occurs using a waste paper tissue wipe-out and detergent wash-out. The waste paper goes to Council landfill, and wash-out water is recycled and recovered in the next batch of product made. Any spills or liquids not recycled are drummed for off site removal by a recycling contractor.

Thus extensive documentation exists to ensure that all solid, liquid, and chemical wastes are ultimately disposed of to licensed facilities. These records show that over time, wastes from Quantum Pacific products comprise a small amount (a few kilograms) of packaging waste and liquid waste (a few litres) per year.

Emissions to air (gases, odour, dust) are not issues with respect to Quantum Pacific products.

The Green Tick™ standards for Waste Management are met, in that clear evidence and records have been provided by Quantum Pacific to show that waste production is minimised as much as is practical, with wastes needing final disposal sent or recycled through appropriate licensed facilities.

**6.3.6 Environmental Management Systems ('EMS') and Performance – is there an environmental management programme in place with defined performance targets consistent with industry or government standards?**

Quantum Pacific has an Environmental Management Plan (see Appendix 4) that sets out the Company's vision, objectives, and actions that it pursues with regard to "best environmental practice" in its industry.

The procedural, manufacturing, and product content evidence provided verified that Quantum Pacific is several iterations through the "plan", "check", "do", "review" cycle of the classical ISO 14001 specification, although it does not have a formally certified ISO 14001 EMS in place.

Nevertheless Quantum Pacific has an effective, targeted, and reviewable environmental management system in operation that incorporates continuous improvement as a key part of their business, and that are meeting their business objectives of providing safe and sustainable, household products for the marketplace.

Thus Green Tick™ standards for Environmental Management Systems and Performance are met.

**6.3.7 Legal Compliance – are all legal standards met, is there any record of non-compliance or successful prosecution action by authorities in the past 12 months?**

The minimum legal compliance standard set is 100% compliance with all health and safety and environmental rules applying to Quantum Pacific products and sites (including manufacturing) over the past 12 months of records. The applicable rules were established and checked independently, and findings were then verified against government authority records. Quantum Pacific company records were also reviewed.

Quantum Pacific products and sites met the 100% legal compliance standard, with no record of any incidents or prosecution action of any type. Thus the Green Tick™ standards for Legal Compliance are met.

## 7.0 Conclusions

### 7.1 Corporate Sustainability

Corporate sustainability certification is granted where a corporation provides sufficient independently-verifiable evidence to demonstrate that it is genuinely committed to sound sustainability principles across its entire organisation; and that it has effective policies, methodologies, quality control, and monitoring procedures in place to measure its sustainability performance against objective criteria.

Quantum Pacific has achieved this and has stated its sustainability principles in its corporate Environmental Plan as *“recognising that our business has an important part to play in protecting and enhancing the environment for future generations”*. This end is achieved by placing products on the market that can be independently checked for sustainability, by making available all relevant departments of its organisation for independent inspection, and by providing sufficient documentation for the independent auditor to trace its products all the way down the supply chain from “cradle to grave”.

Therefore Quantum Pacific's application for Corporate Certification is recommended for a grant.

### 7.2 Site Sustainability

Site sustainability certification is granted where a manufacturing organisation provides sufficient independently-verifiable evidence to demonstrate that it is genuinely committed to sound sustainability principles in its manufacturing operations; and that it has effective policies, methodologies, quality control and monitoring procedures in place to measure its sustainability performance against objective criteria.

Quantum Pacific has achieved this by clearly delineating the procedures, tracking and quality control disciplines, and resultant product content used to achieve this sustainability target. Quantum Pacific was happy to make its manufacturing site available for independent inspection and provided sufficient documentation for the independent auditor to trace its products down the supply chain, and to verify the safety and environmental record and performance of its manufacturing site at 6 Te Apunga Place, Mt Wellington, Auckland, New Zealand.

Therefore Quantum Pacific's application for Site Certification on behalf of Quantum Pacific is recommended for a grant.

### 7.3 Product Sustainability

Product sustainability certification is granted where a producer provides sufficient independently-verifiable evidence to demonstrate that its products are sourced, manufactured, and distributed according to publicly-stated sound sustainability principles; and that it has effective policies, manufacturing procedures, quality control and monitoring procedures in place to measure the sustainability performance of its products against objective criteria.

Quantum Pacific has achieved this for the products manufactured at the Quantum Pacific site, because the Quantum Pacific site has demonstrated that it has sufficient procedures and documentation available to assure an independent examiner (auditor) that sound safety and

sustainability principles are in place, and that they are actioned to a level that meets or surpasses the Green Tick™ Safety and Sustainability Performance Standards.

Therefore Quantum Pacific's application for Product Certification with respect to products manufactured at the Quantum Pacific site is recommended for a grant.

#### **7.4 Summary**

To summarise, as far can be determined from the information and investigations described herein, Quantum Pacific has demonstrated that its business operations and its "Next Generation" brand products meet the requirements for the use of the "Green Tick™ SUSTAINABLE" brand.

Its operations occur in a way that do not lead to a permanent degradation of the environment, and it is likely that Quantum Pacific's "Next Generation" products are contributing to improvements in environmental quality due to their low environmental impact, and sourcing from renewable resources wherever feasible.

## 8.0 Recommendation

It is recommended that Quantum Pacific be advised of the following results of this Green Tick™ Certification Audit:

- (a) GRANT for Quantum Pacific Corporate Certification;
- (b) GRANT for Quantum Pacific Site Certification;
- (c) GRANT for all “Next Generation” brand products manufactured at Quantum Pacific that are listed in this report;
- (d) CORRECTIVE ACTIONS being:

No Corrective Actions Required.

# Appendix 1: Green Tick™ Sustainability Standards

## 1. SAFETY

KEY PERFORMANCE INDICATOR	PURPOSE	GREEN TICK SUSTAINABLE
<b>1.1 Safety Accident Record</b>	Minimise on-site incidents	No major harm accidents, incidents, injuries recorded in past 12 months.
<b>1.2 Safety Staff Health and Safety</b>	Protect staff health and safety	No substantiated staff complaints about working conditions in past 12 months.
<b>1.3 Safety Supplier Health and Safety</b>	Protect supplier health and safety	No substantiated supplier issues with on-site working conditions in past 12 months.
<b>1.4 Safety Customer Health and Safety</b>	Protect customer health and safety	No substantiated customer complaints about health or safety issues (including product quality) in past 12 months.
<b>1.5 Safety Management System</b>	Health and Safety Management System (H&S)	OSH-compliant health and safety management system in place.
<b>1.6 Safety Minimising Risk</b>	Monitoring risk areas and minimising risk	Annual reviews of potential risk areas and mitigation taken.
<b>1.7 Safety Performance Records</b>	Performance monitoring	Less than five minor non-conformances per 100 workers to H&S management system reported in past 12 months.
<b>1.8 Safety Legal Compliance</b>	Legal compliance and enforcement	i) 100% compliance with all legal requirements; ii) No successful enforcement actions by government health and safety agencies in past 12 months.

*See over for Sustainability Standards...*

## 2. SUSTAINABILITY

KEY PERFORMANCE INDICATOR	PURPOSE	GREEN TICK SUSTAINABLE
2.1 Environmental Product Origin	Identify product origin	All product content identified by country of origin.
2.2 Environmental Product Quality	High product quality	Product meets all quality standards of industry or government food authority.
2.3 Environmental Product Labeling	Accurate product labeling	Labeling meets required legal standards.
2.4 Environmental Resource Use	Maximise resource use efficiency	<ul style="list-style-type: none"> <li>i) Programme in place to maximise resource use efficiency with defined performance targets;</li> <li>ii) Resources used at lowest practical for site/s with current technology per sales unit;</li> <li>iii) Programme in place to identify and use recycled materials where appropriate;</li> <li>iv) Where resource use is extractive, relevant industry or government sustainability standards met.</li> </ul>
2.5 Environmental Chemical Use	Minimise chemical use	Chemical residues comply with industry or government standard.
2.6 Environmental Energy Use	Minimise energy use	<ul style="list-style-type: none"> <li>i) Programme in place to minimise energy use with defined performance targets;</li> <li>ii) Energy resources used at lowest practical for site/s with current technology per sales unit.</li> </ul>
2.7 Environmental Nuisance Effects	Minimise adverse effects on neighbours, eg. noise, dust, spray drift	No substantiated complaints from neighbours about nuisances in past 12 months.
2.8 Environmental Contaminant Discharges	Minimise contaminant discharges to air, land, freshwaters and sea	<ul style="list-style-type: none"> <li>i) Programme in place to minimise contaminant discharges with defined performance targets;</li> <li>ii) Contaminant discharges at lowest practical for site/s with current technology per sales unit.</li> </ul>
2.9 Environmental Waste Management	Waste minimisation, dispose of wastes correctly	<ul style="list-style-type: none"> <li>i) Waste minimization and recycling programme in place with defined performance targets;</li> <li>ii) Wastes reduced, re-used, recycled, or properly disposed of to authorised facilities.</li> </ul>
2.10 Environmental Management System	Environmental Management System (EMS)	Environmental management programme in place with defined performance targets consistent with industry or government standards.
2.11 Environmental Management Performance	Performance monitoring	Less than five minor non-conformances per 100 workers with EMS reported in past 12 months.
2.12 Environmental Legal Compliance	Legal compliance and enforcement	<ul style="list-style-type: none"> <li>i) 100% legal compliance with any environmental consents and applicable plan rules;</li> <li>ii) No successful enforcement actions by government environmental agencies in past 12 months.</li> </ul>

## Appendix 2: Green Tick™ - ISO Matrix

ISO STANDARD	SUBJECT	GREEN TICK™
ISO 9001:2000	Quality Management Systems	Uses this standard as the basis of all quality and project management systems and conformity to client and legal requirements. Incorporates the principle of continuous improvement
ISO 14001:1996	Environmental Management Systems – Specifications for Use	Uses this standard as the framework for assessing efficacy of client environmental management systems
ISO 19011:2002	Guidelines for Quality and/or Environmental Management System Auditing	Uses this standard as the basis of the sustainability audit
ISO 14015:2001	Environmental Management – Environmental Assessment of Sites and Organisations	Uses this standard for guidance when assessing sites and organisations for sustainability
ISO 14020:2000	Environmental Labels and Declarations – General Principles	Standard used when designing Green Tick™ logo series
ISO 14025:2000	Environmental Labels and Declarations – Type III Declarations	Standard used when designing Green Tick™ logo series
ISO 14031:1999	Environmental Management – Environmental Performance Evaluation – Guidelines	Standard used for guidance when setting Green Tick™ performance criteria
ISO 14040:1997	Environmental Management – Life Cycle Assessment – Principles and Framework	Standard used when designing Green Tick™ logo series
ISO 14041:1998	Environmental Management – Life Cycle Assessment – Goal and Scope Definition and Inventory Analysis	Standard used for guidance when performing Green Tick™ life cycle assessment
ISO 14042:2000	Environmental Management – Life Cycle Assessment – Life Cycle Impact Assessment	Standard used for guidance when performing Green Tick™ life cycle assessment
ISO 14043: 2000	Environmental Management – Life Cycle Assessment – Life Cycle Interpretation	Standard used for guidance when performing Green Tick™ life cycle assessment

ISO STANDARD	SUBJECT	GREEN TICK™
<b>ISO 14048: 2002</b>	Environmental Management – Life Cycle Assessment – Data Documentation Format	Standard used for guidance when performing Green Tick™ life cycle assessment
<b>ISO 14064: Date to be determined</b>	Guidelines for Measuring, Reporting and Verifying Entity Project-Level Greenhouse Gas Emissions	Standard used for guidance when performing Green Tick™ life cycle assessment
<b>ISO Guide 66:1999</b>	General Requirements for Bodies Operating Assessment and Certification/Registration of Environmental Management Systems	Guideline used when designing Green Tick Certification System – Environmental Aspects
<b>OHSAS 18001:1999</b>	Occupational Health and Safety Systems - Specification	Uses this standard for guidance when assessing sites and organisations for safety performance
<b>ISO 17001: Date to be determined</b>	Conformity Assessment - Impartiality and related bodies - Principles and requirements	Uses this standard for guidance when designing Green Tick™ Certification System
<b>ISO 17004: Date to be determined</b>	Conformity Assessment – Disclosure of Information - Principles and requirements	Uses this standard for guidance when designing Green Tick™ Certification System
<b>ISO 17005: Date to be determined</b>	Conformity Assessment – Management Systems - Principles and requirements	Uses this standard for guidance when designing Green Tick™ Certification System
<b>ISO 17021: Date to be determined</b>	Conformity Assessment – Requirements for Bodies Providing Audit and Certification of Management Systems	Uses this standard for guidance when designing Green Tick™ Certification System
<b>ISO 17025: Date to be determined</b>	Conformity Assessment – General Requirements for the Competence of Testing and Calibration Laboratories	Uses this standard for guidance when designing Green Tick™ Certification System

Source: BSI 1999, ISO 1994-2004

## Appendix 3: Audit Team

Lead Auditor: Mrs Susan Harris, BSc(Hons), MNZPI  
Principal Environmental Scientist  
Maunsell Australia Limited  
629 Newcastle Street, Leederville, WA 6902, Australia

Site Inspector: Mr Brian Barone  
Environmental Consultant  
Maunsell Limited  
47 George Street, Auckland, New Zealand

Applicant: Mr Kevin Merton  
Business Manager  
Quantum Pacific Limited  
PO Box 128 274  
Remuera, New Zealand

Peer Review: Kevin Wood  
Senior Environmental Consultant  
Maunsell Limited  
47 George Street  
Newmarket, Auckland, New Zealand

# Appendix 4: Quantum Pacific Safety & Environmental Policy

# Appendix 5: Model Letter to Authorities

[Date]

[File Ref]

[Address of Authority/ENVIRONMENTAL/OSH]

ATTENTION: Compliance Manager

Dear Sir

## **GREEN TICK™ CERTIFICATION OF [CLIENT NAME]**

Green Tick™ Certification Limited is an organisation that independently certifies companies and their products for sustainability against the ISO 17000 and ISO 14000 series of standards.

[CLIENT NAME] has applied for Green Tick™ Certification, and we are now currently processing [DETAILS OF SITES/PRODUCTS FOR CERTIFICATION] through the certification process. To gain certification, an organisation must demonstrate compliance with eight safety standards, and 12 sustainability standards. One of the sustainability standards relates to legal compliance with environmental laws, including the rules of the relevant district plans. A copy of the Green Tick™ Standards is attached.

[CLIENT DETAILS -SITES, PREMISES, ADDRESSES]

We have reviewed the Resource Management Act and relevant district plan provisions, and so far as we are able to determine, [CLIENT NAME] meets all the legal requirements for its operations at both sites. There also appears to be no record of any non-compliance or public complaint regarding their operations over the past 12 months. Would you please confirm by return mail, or e-mail to [info@greentick.com](mailto:info@greentick.com) that this is the case from your Council's records.

**We would appreciate a reply by [STATE REPLY DATE], and if no reply is received by that date, we will assume that there is a nil return.**

Yours faithfully

[NAME]

LEAD AUDITOR

## Appendix 6: References

British Standards Institution (1999), OSHAS 18001: 1999, *Occupational Safety and Health Management Systems – Specification*, London, United Kingdom, 1999.

Green Tick Certification Limited (2003), *Sustainability Certification Manual (Second Edition)*, Whangarei, New Zealand, 2003

International Standards Organisation (1994-2004), *ISO 9001 Standards series, ISO 14000 Standards series, ISO 17000 Standard series*, Geneva, Switzerland 1994-2004.

Soerensen, P. J. (2001), *“Governance and Partnership – with Business towards Sustainability”*, Deloitte Touche Tomatsu, Copenhagen, Denmark, 2001.

Soerensen, P. J. (2002), *“Sustainability Reporting and Assurance – trends, challenges and perspectives”*, Deloitte Touche Tomatsu, Copenhagen, Denmark, 2002.

World Business Council for Sustainable Development (2002), *“Sustainable Development Reporting – Striking the Balance”*, Stevenage, United

# Appendix 7: ARC Letter of Commendation