



EMS-PRO-05 v2 Environmental Incident and Emergency Response Procedure

ISO 14001:2015

QUEEN MARY UNIVERSITY OF LONDON ENVIRONMENTAL MANAGEMENT SYSTEM			
Environmental Incident and Emergency Response Procedure			
Date Effective:	Oct 2025	Document Number:	EMS-PRO-05
Version no:	2	Reviewed by:	Jenna-Marie Smallwood, Sustainability and Environment Manager
Due for Review:	Oct 2026	Approved by:	Sara Tomé, Head of Environmental Sustainability; Vishnu Patel, AD Campus Services & FM; Mike Digby, Head of Security & Emergency Planning; David Spink, Hard Services Operations Manager
Document Lead:	Sustainability and Environment Manager		

Definitions

Environmental incident:	An event that causes or has the potential to cause harm to any aspect of the environment (air, land, water, wildlife).
Environmental emergency:	A sudden disaster or accident that causes or threatens to cause severe environmental damage as well as loss of human lives and property. Likely to require the involvement of a regulatory authority due to the extent and/or harmful nature of the substance involved.
Environmental impact:	A change to the environment, whether positive or negative, wholly or partially resulting from an organisation's activities.
Environmental impact area:	The area where the environmental impacts of an incident, activity, or project are most likely to be felt.
Spill:	The uncontrolled release of a substance sufficient in size and nature to present a threat to the environment and / or people. Spills may include oils, chemicals, solid waste, firewater pollution entering the drainage system and drainage system failures. Minor Spill - Less than 5 litres or 1m diameter and is contained. Large Spill - Greater than 5 litres or a surface area greater than 2m² (in a single location). Major Spill - Over 50 litres and where the substance spilled enters a drainage system, soil or surface waters.
Firewater Pollution:	Pollution caused by the release of water that has been contaminated through firefighting efforts into the environment. Firewater has the potential to cause significant harm to soil, water, animals, and vegetation.
Emissions to air:	Release of pollutants into the atmosphere from a variety of sources, including HVAC systems, fume cupboards, vehicle exhausts, plant machinery, black smoke, etc.
Emissions to water:	Release of pollutants into bodies of water from various sources, including drainage systems, surface runoff, wastewater effluent treatment, and fertilisers.

Fly-tipping:

Illegal dumping of hazardous and/or non-hazardous waste in public places. It can include household, industrial, or commercial waste.

Related Documents

- [Corrective Action Report Form](#) (MS Form)
- [On-Call Contractor Contacts List](#) (Managed by Maintenance)
- [Queen Mary University of London Health and Safety Policy](#) (Managed by HSD)
- [Spill Response Procedure](#) (See Appendix)

Responsibilities

Role	Responsibilities
AD Campus Services & FM	Strategic and operational overview and delivery of Queen Mary's emergency preparedness and response.
Heads of Relevant Functions (Maintenance, Campus Services/Facilities, Capital Projects)	- Review procedure and ensure relevant managers and team leads are made aware of their responsibilities. - Ensure all teams have the necessary training and resources to respond to incidents appropriately.
Head of Security and Emergency Planning; Business Continuity Manager	- Planning actions to prevent and respond to accidents and emergency situations. - Initial response and escalation, as deemed appropriate. - Periodically reviewing and testing emergency preparedness and response actions.
Operations Manager; Facilities and Resources Manager (Malta Campus)	- Planning actions to prevent and respond to accident and emergency situations. - Periodically reviewing and testing emergency preparedness and response actions. - Reporting incidents to the Sustainability Team and external parties, where relevant.
Head of Environmental Sustainability	- Reviewing planning actions to ensure that these appropriately prevent or mitigate environmental impacts associated with our operations, including in an emergency situation. - Reporting to the Environmental Agency or relevant authority in case of an environmental incident, when required
Sustainability and Environment Manager	- Periodically reviewing Aspects and Impacts Register to ensure all potential emergency situations that could have an environmental impact have been identified - Periodic auditing of this procedure against relevant regulations and ISO 14001:2015 clauses. - Reviewing this procedure along with relevant stakeholders and/or interested parties. - Ensuring corrective actions are in place to address non-conformance(s). - Coordinating training and learning opportunities for all interested parties and relevant stakeholders on environmental compliance, incidents, risks, and opportunities.

Relevant Managers and Departments	• Identifying potential emergency situations. • Creating local emergency preparedness and response procedures/incident management plans that prevent or mitigate environmental impacts. • Organising periodic testing of responses. • Reporting incidents to the Sustainability Team and external parties, where relevant.
-----------------------------------	--

Procedure

Environmental Incidents could include:

Chemical spills - Oil spills - Air pollution - Sewage leaks - Fly-tipping – Release of waste - Black smoke, etc

In many instances, major pollution events can be avoided by implementing or having immediate access to appropriate pollution prevention measures. All University members are responsible for ensuring that they do not knowingly contribute to such incidents whenever possible.

This procedure outlines the response and reporting process. For risks and potential incidents related to specific operations, such as those in laboratories, please refer to the relevant Risk Assessments and local emergency response plans, which may include spill response and reporting protocols. The following procedure is designed to guide and support the development of local procedures.

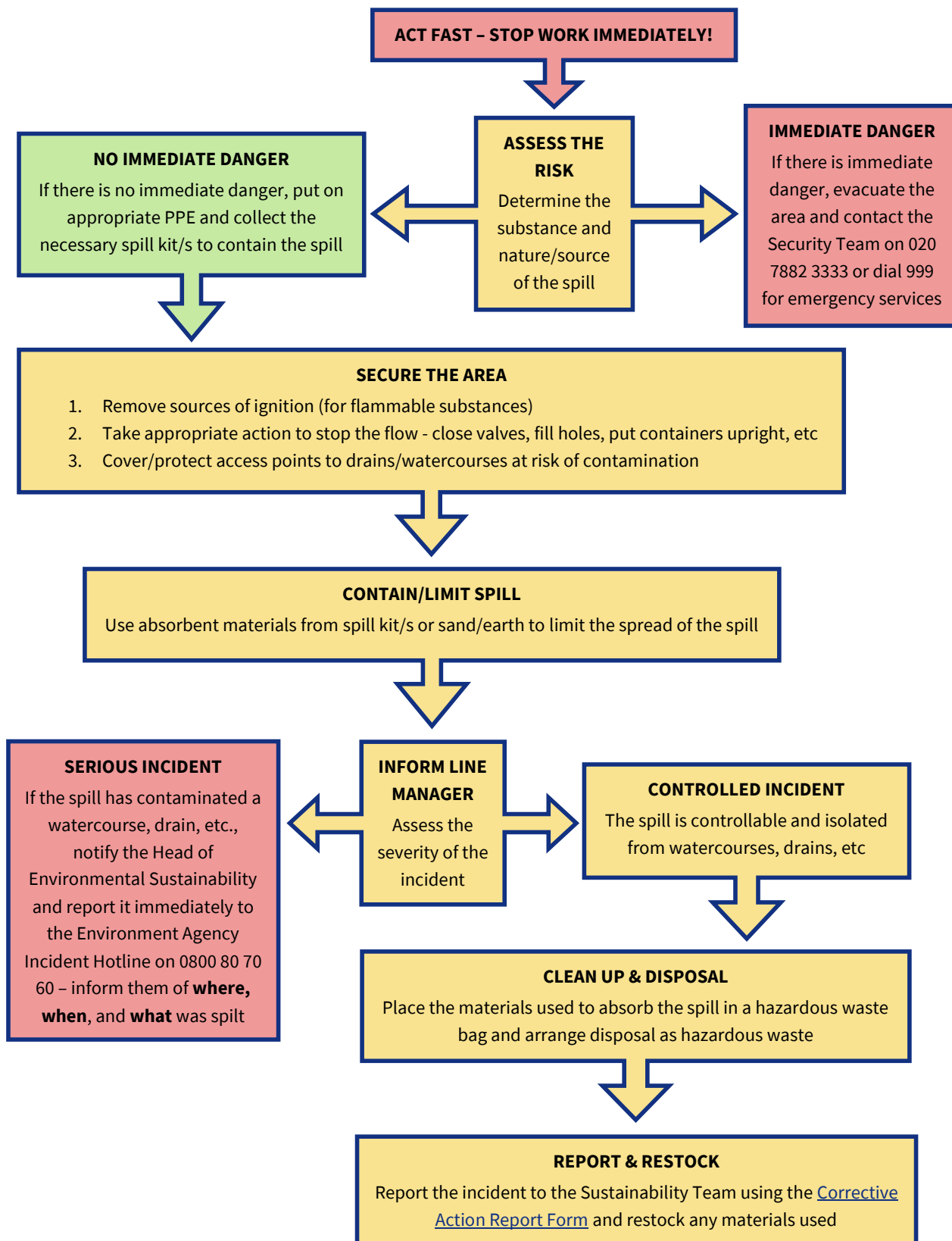
1. Identify the type of environmental incident and the cause/source of the incident, if different to the incident itself (e.g. spills or leachate resulting from fly-tipping). Refer to the [Definitions](#) included in this procedure to help identify the incident/s.
2. Action the appropriate response procedure for the identified incident/s:
 - a. [Spill Response](#) (See Appendix 1 – this does not apply to chemical or biological spills in labs)
 - b. [Emissions to Air or Water](#) (see Appendix 2)
 - c. [Fly-tipping](#) (See Appendix 3)
 - d. Additional incident response guidance/procedures, including those for chemical or biological spills, are available via the [Health and Safety Directorate A-Z Topic Pages](#).
3. In the event of an environmental incident, the incident must be reported to Security at 020 7882 3333 (available 24/7), who will contact the On-Call Maintenance Manager to assess the situation and escalate accordingly.
 - a. In an emergency, call 999 and/or Security on 020 7882 3333 for an immediate response.
 - b. The incident/emergency may need to be reported to the Environment Agency, local councils, or utility companies. Please refer to the [On-Call Contractor Contacts List](#) for further guidance on reporting to external parties.
4. If the incident or emergency cannot be managed internally, the On-Call Maintenance Manager or appropriate individual, should consult the On-Call Contractor Contacts List for contacts. This document is managed by Maintenance.
5. The appropriate contractor then deals with the incident and prevents or mitigates adverse environmental damage.
6. After an incident, the On-Call Maintenance Manager or appropriate individual responsible for responding to and/or managing overarching incident response should complete the [EMS-F-09 v2 Corrective Action Report Form](#) on MS Forms. Appendix 4 includes a copy of the Corrective Action Form sections. **This form should be completed by the relevant QM employee regardless of whether the incident was managed internally or by external contractors.**

7. Completed MS Forms are automatically sent to the Sustainability Team, where a member of the team will review and verify the corrective action/s put in place to appropriately respond to the incident and avoid the reoccurrence of similar incidents.
8. Any corrective actions identified are managed by the Sustainability Team via the EMS-F-10 v2 Corrective Action Log.
9. Emergency response actions are periodically reviewed and, if necessary, revised, particularly following accidents, emergencies, or testing.

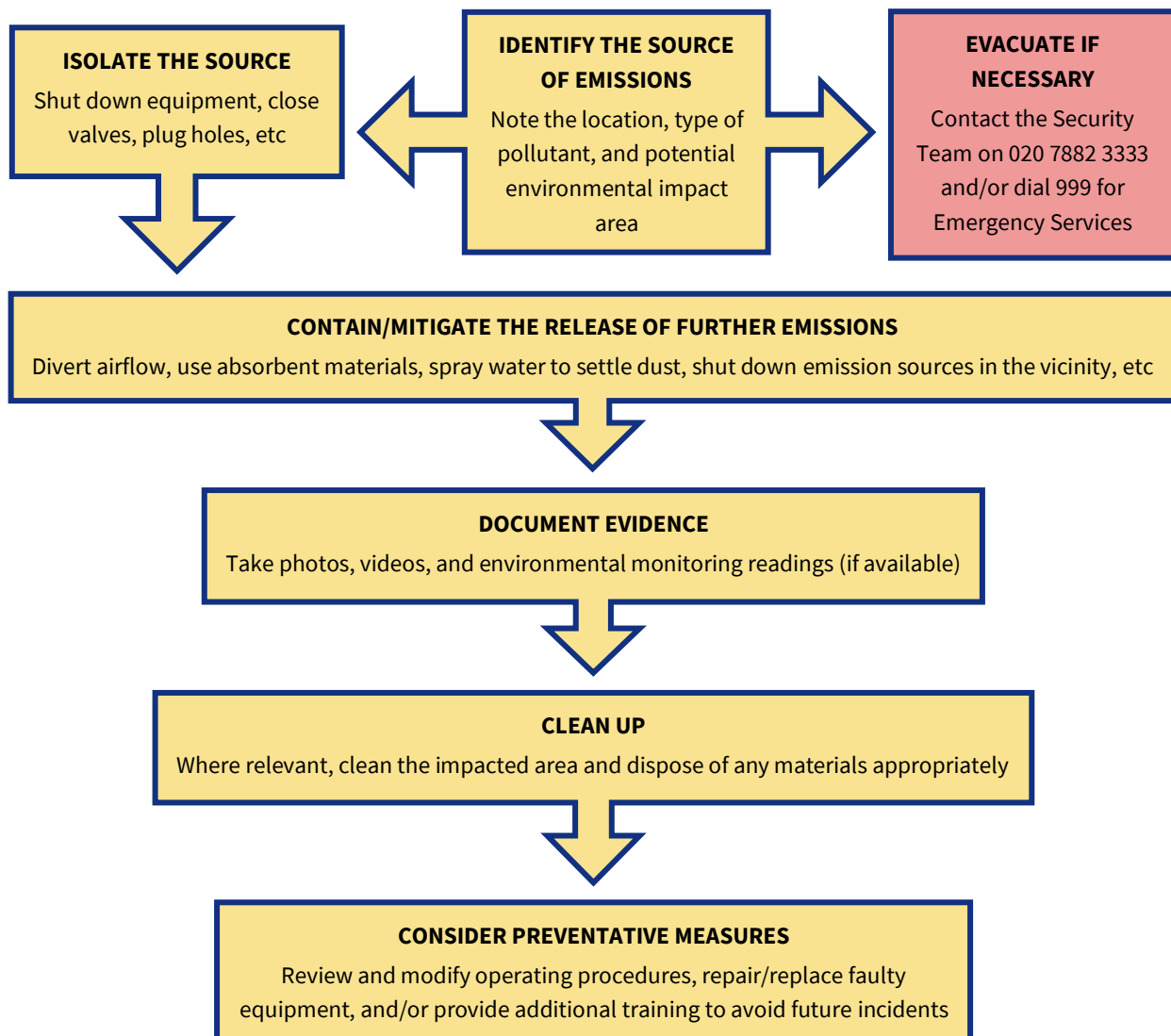
Schools, Departments, and other relevant Functions should have their own local incident response procedures that are relevant to the activities, risks, locations and facilities within their operational activities. Please contact sustainability@qmul.ac.uk for assistance or more information.

Appendix

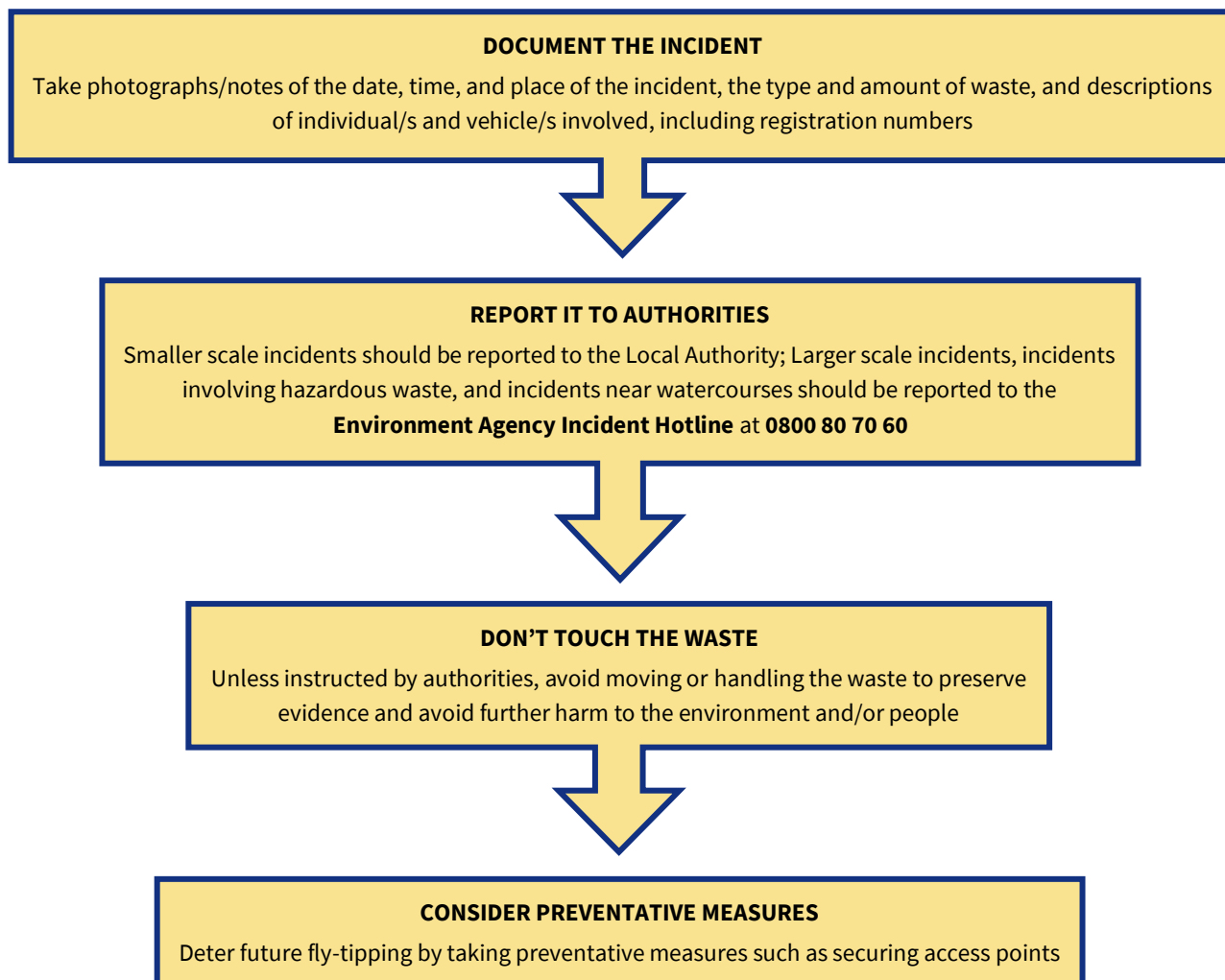
1. Spill Response



2. Emissions to Air or Water



3. Fly-tipping



4. Corrective Action Report (CAR) Form

Auditor(s)/Responder(s): Click or tap here to enter text.

Auditee(s): Click or tap here to enter text.

Audit/Incident date: Click or tap here to enter text.

Report No.: Click or tap here to enter text.

A. Details of Environmental Non-conformance/ Incident:

(to be completed by the responding Manager)

Click or tap here to enter text.

B. Corrective Action Taken

B.1. Describe, in detail, the immediate action that has been put in place to respond to the above incident/non-conformance:

(to be completed by the responding Manager)

Click or tap here to enter text.

B.2. Action implemented by: Click or tap here to enter text.

B.3. Date: Click or tap here to enter text.

C. Root cause

C.1. Describe below, in detail, the root cause identified as part of your incident/ non-conformance investigation:

(to be completed by the responding Manager)

Click or tap here to enter text.

C.2. Identified by: Click or tap here to enter text.

D. Proposed Preventive Action (to prevent reoccurrence):

D.1. Describe below, in detail, the preventative action that has been put in place to prevent the recurrence of the above incident/ non-conformance. This action should address the root cause (C1):

(to be completed by Management)

Click or tap here to enter text.

D.2. Action taken by: Click or tap here to enter text.

D.3. Date: Click or tap here to enter text.

E. Evaluation of Corrective/Preventive Action:

E.1. The auditor or member of the Sustainability team will evaluate the implementation and effectiveness of the proposed actions. Add additional requirements below if deemed necessary.

(to be completed by the Sustainability Team)

Click or tap here to enter text.

E.2. Approved by: Click or tap here to enter text.

E.3. Job title: Click or tap here to enter text.

E.4. Date: Click or tap here to enter text.

F. Corrective/Preventive Action approved and signed off:

(to be completed by the Sustainability Team)

F.1. Approved by: Click or tap here to enter text.

F.2. Date: Click or tap here to enter text.

