



Metro Waste Authority (MWA)

3rd Party Environmental Management System AUDIT

The Department of Natural Resources (DNR) Team conducted the second 3rd Party Environmental Management System (EMS) audit of Metro Waste Authority on October 20, 2011. This was ten months after the first audit performed December 9, 2010. The DNR Audit Team included Leslie Goldsmith, Jennifer Wright, and Scott Flagg from the Financial and Business Assistance Section and Becky Jolly from the Solid Waste Section of the Land Quality Bureau. A visitor, Nichole Warren, Executive Director of the Iowa Association of Regional Councils (IARC), was present at the audit in order to get an idea of what such an audit entails.

The audit was conducted from 8:30 a.m. to 3:30 p.m. The audit consisted of a review of all of the Iowa EMS elements at several of the MWA facilities. The Audit Team reviewed documents and records associated with the EMS and audited facilities not visited during the 2010 audit. At audited sites, the Audit Team talked to staff members about various aspects of their jobs as they relate to EMS and the environment.

The following observations were made during the 3rd Party EMS Audit:

- The Regional Collection Center Manager serves as the Environmental Management Representative (EMR). She answered questions about the 10 EMS elements with support of core team members, including the Director of Operations and the Operations Program Manager .
- Twelve staff members from across the organization were interviewed at three locations, including the MWA Central Office, Transfer Station and Yard Waste Compost Facility.
- MWA began the process of becoming an EMS almost ten years ago when EPA headed up an effort in this area. MWA's Environmental Policy Statement is a result of that effort. MWA uses the acronym IMPACT as a way to communicate the policy and has redesigned posters to emphasize the environmental management system and its message.
- MWA held an Internal Audit on June 29, 2011, right after the DNR EMS Internal Auditor Training. The EMR felt the Internal Audit provided a great deal of value to the organization.

- MWA's Management Review of the ten elements of EMS was held one week prior to the External Audit, and the EMR has a timeline schedule for review of procedures.
- MWA utilizes Intelex Software to track Action Plans and Goal Progress, and for ranking Aspects/Impacts. The organization uses different software for tracking training and another for tracking and staying on top of compliance.
- MWA asked work teams made up of employees at each MWA facility, to help rank environmental aspects and impacts that did not score a 6 or more when ranked by the core team. This helped involve employees in the EMS. Core team members continue to rank the "significant" aspects and impacts".
- The EMS Audit Team saw results and evidence of Objectives and Targets in progress by MWA, including spreadsheets, newspaper articles and data. The EMR and project coordinators were able to give comprehensive details regarding progress on each Objective and Target.
- MWA invests a great deal of effort into compliance. These are some of the methods they use to maintain their very complete "Legal and Other" list. Methods include: email lists, newsletters, and an environmental update from a group out of D.C. They review a list of groups with fines and discuss why they were fined - to see if they are meeting the standards. They also try to make sure they have good relationships with the regulatory organizations, such as DNR, EPA, and DOT.

The External Audit Team reviewed each Objective and Target with the EMR and other staff. This is a summary of progress on a sampling of those Objectives and Targets (Goals) reviewed by the EMS Audit Team. Disclaimer: This listing of Objectives and Targets is not official and was compiled from a spreadsheet supplied by this organization, along with Audit Team notes and information. The official list of Objectives and Targets will be included on this organization's Annual Report.

Environmental Education

- **Objective:** Promote business recycling by developing case studies of successful programs in the area for small to mid-size businesses. (Develop case studies and put on website)
 - MWA has recycling information for businesses on website, case studies are in process. Goal is in process.

Recycling/Environmental Education

- **Objective:** Help two schools increase recycling volumes by adopting a single-stream recycling program. (Increase single stream volumes in two schools)
 - MWA conducted a survey of the schools in their service area to determine present practices and to gauge interest in single stream recycling. Many were already doing single stream, so there was not much interest in a new program. MWA extended the deadline. This goal is in progress.

Recycling

- **Objective:** Recruit three Business Parks to participate in the Curb it! for business program. (Business Park Participation)
 - Gathering data about how businesses recycle. Discovered most businesses have garbage containers in back and Curb it! is not a good fit for that model. Rethinking how to best reach these types of businesses. Fifteen businesses are participating.
- **Objective:** Establish uniform drop off centers for recycling at MPE, MCC, and RCC. (Drop off centers in place)
 - New, cleaner signage was installed and is now uniform at all sites. Complete.

Yard Waste

- **Objective:** Test water runoff at the compost site. (water quality report test results)
 - Tested runoff three times and found no contaminants. Decided no further action needed or action steps. Complete.

Yard Waste/Environmental Education

- **Objective:** Launch an education campaign focused on capturing garden waste in the Compost It! program. (Launch campaign)
 - MWA changed stickers to "yard and garden waste", and sent out visuals, brochures and implemented a media campaign.

Greenhouse Gas

- **Objective:** Reduce energy consumption of lighting in MWA's Central Office by 4,000 kw/hrs over prior year. (Kw hours)
 - Established that this goal will not be met due to changes in habits of users of the building – they are experiencing more use during different/longer hours, along with staff turnover at MWA.
- **Objective:** Determine feasibility for installing more energy efficient lighting in the common areas and tenant spaces at 300 E. Locust. Install lighting where feasible and cost-effective. (Recommendation to Management)
 - The payback on changing out lights, according to an efficiency study that was conducted, this was over 20 years. Chose not to change lights due to payback and lack of return and investment. Complete.

- **Objective:** Identify emissions from current heavy equipment in use at landfill. (Report generated)
 - MWA did testing on each piece of equipment and are drafting the report. (To show emissions of the older equipment and baseline for if/when they should upgrade.) They used some default values, but in most cases they actually did the physical test, which involved hooking equipment up to the exhaust of the equipment. Ultimately, they want to determine how big a machine do they really need to do each job. For example, in the past year they purchased a D7E that operates more efficiently than what they used prior. It's electric over diesel, so it emits less greenhouse gas. Goal is in progress.

Household Hazardous Materials

- **Objective:** Increase the Conditionally Exempt Small Quantity Generator (CESQG) sharps collection program participation by 6 businesses compared to 2010. (business users)
 - After a variety of marketing techniques (interesting discussion), MWA had already seen 7 new customers by Sept. Will continue to track.

Household Hazardous Materials/Environmental Education

- Develop a baseline (i.e., number of people educated through presentations and number of hits on website) for educating residents on "safer alternatives".
 - After further evaluation, MWA decided this was not a good representation of the education work they do. They will continue to monitor and will keep looking for better ways to measure education. Goal ended.

Water Quality

- **Objective:** Audit Water quality activities on MWA farm properties - "No Till", nutrient management plan, ensure pesticides/herbicides applied according to ISU guidelines. (Audit Report/Report to Management)
 - These activities were already being done by tenants, will be reported to management annually.
- **Objective:** Install erosion control structures at three highly erodible areas on the MPE property. Design and install easily maintained sediment traps that reduce runoff to south sediment basin at MPE. Do testing to determine the effectiveness of outlet structures. (Installed structures, Implement monitoring program to identify effectiveness of practices)
 - Selected 4 spots to sample over six months. Started sampling, but the last sample won't be collected until spring 2012.

EMS 3rd Party Audit Results Form

Scope/Facility: Judi Mendenhall (EMR), Sara Kurovski (Operations Program Manager)

Auditors: Leslie Goldsmith, Jennifer Wright, Scott Flagg, and Becky Jolly (Recorder)

Date: October 20, 2011

Iowa EMS Element Number and Description		Audit Results/Findings from Internal Audit		
Number	Description	Evidence	Finding(s)	Iowa EMS Reference
1	Environmental Policy Statement	Reviewed EMS Policy Interviewed EMR, Executive Director and Staff.	None	
2	Environmental Impacts	Reviewed Environmental Aspects and Impacts List and associated EMS procedure Interviewed EMR and other staff.	None	
3	Legal and Other Requirements	Reviewed legal list and associated EMS procedure. Interviewed EMR and talked to staff.	<i>Commendable: MWA has developed a comprehensive spreadsheet with active web links and a network of support to assist in keeping the organization in compliance and up to date with these requirements.</i>	
4	Objectives and Targets	Reviewed Objectives and Targets Interviewed EMR and other key staff members.	None	

Iowa EMS Element Number and Description		Audit Results/Findings from Internal Audit		
Number	Description	Evidence	Finding(s)	Iowa EMS Reference
5	Action Plan	Reviewed Action Plans in InteleX Interviewed EMR and other key staff members.	Opportunity for Improvement: Although not required, a procedure documenting how action plans are set and tracked would formalize this process.	“The plan includes identifying the individuals and/or organizations responsible for carrying out specific tasks, timelines for completion of each step in the plan, and a schedule for periodically reviewing and updating, as conditions dictate, the objectives and targets. “
6	Key Resources and Additional Needs	Interviewed EMR	None	
7	Communication/Training/Awareness	Reviewed Procedure, Interviewed EMR, Communication Director and other staff	<i>Commendable: MWA has continued to look for ways to make employees aware of EMS, including posters with the IMPACT acronym, symbols and pictures of facility personnel. Quarterly MWA stresses one part of IMPACT - one quarter they gave employees LED bulbs with energy reduction information.</i>	

Iowa EMS Element Number and Description		Audit Results/Findings from Internal Audit		
Number	Description	Evidence	Finding(s)	Iowa EMS Reference
8	Monitoring and Measurement	Reviewed Procedure, Interviewed EMR and other staff.	None	
9	Assessment	Reviewed Audit Procedure and Assessment for Annual Report. Interviewed EMR and other staff.	None	
10	Reevaluation and Modification	Reviewed Management Review Procedure. Interviewed EMR and other staff.	None	