



The Waste Commission of Scott County (Scott County) 3rd Party Environmental Management System AUDIT

The Department of Natural Resources (DNR) Team conducted the second 3rd Party Environmental Management System (EMS) audit of the Waste Commission of Scott County on October 26, 2011. This was ten months after the first audit that was performed January 5, 2011. The DNR Audit Team included Leslie Goldsmith, Jennifer Wright, Jeff Fiagle from the Financial and Business Assistance Section and Becky Jolly from the Solid Waste Section of the Land Quality Bureau.

The audit was conducted from 8:30 a.m. to around 2:30 p.m. The audit consisted of a review of all of the Iowa EMS elements at the Scott County facilities. The Audit Team reviewed documents and records associated with the EMS. At sites audited in 2011, 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 Communications Coordinator serves as the Environmental Management Representative (EMR). She answered questions about the 10 EMS elements with support from core team members, including the Executive Director, Operations Manager, Special Waste [Coordinator](#), and the Internal Auditor who is an Environmental Technician.
- The Audit Team made an effort to interview staff members in the organization at the various facilities who had not been interviewed in the previous audit, though in some cases this was not possible.
- Nearly every employee interviewed at Scott County facilities could recite what each letter of the PROTECT acronym stands for. That acronym was created by WCSC to stand for the principles of the environmental policy statement. Posters with PROTECT and employee photos are located throughout the facilities.
- Every Scott County employee is invited to their Annual Dinner where EMS objectives are discussed.

- Scott County has invested a great deal of time and effort into learning the best way to use Intelex Software. They use it to track Action Plans and Goal Progress, ranking Aspects/Impacts, communications, training. In addition, Scott County uses this system for tracking audit findings (should they have any) and non-compliances, which made it easy for the Audit Team to follow the progress of each Objective and Target.
- Scott County Staff presented evidence of progress on Objectives and Targets to the EMS Audit Team. Staff relayed information about project results and presented photos, spreadsheets, advertisements and other data. The EMR and project coordinators were able to give comprehensive details regarding progress on each Objective and Target.
- Scott County dedicates a great deal of time towards keeping the Legal and Other requirements updated. Three staff members put in at least forty hours per year on this. An office assistant spends 16 hours reviewing computer links for legal website updates and puts that information into Intelex software. Scott County tracks changes to rules through bulletins and website URLs. The Commission plans to attach a PDF of the most current rule or permit document in Intelex. If they don't post the actual PDF, they list a URL.
- *Because the External Audit took place in October, Scott County had not yet completed Element #10, Reevaluation and Modification. That process is planned for November.

The External Audit Team reviewed each Objective and Target with the EMR, the Executive Director and other staff members. 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.

Recycling

- **Objective:** Continue to evaluate feasibility of single stream recycling and/or accepting additional material. (Decision on recycling method/material addition)
 - Continue to gather information. In progress.
- **Objective:** Increase shingle recycling by 10% over FY10. (tons)
 - In FY10 2,650 tons received. In FY11, 5,500 tons received. Complete.

Environmental Education/Recycling

- **Objective:** Develop sustainable purchasing policy for WCSC. (completion of policy)
 - Studied what a standard for such a policy might be, worked on draft policy. Draft policy complete.

Environmental Education

- **Objective:** Increase external awareness of WCSC EMS. (3 external communication tools developed)
 - The Commission's EHSMS was communicated externally in 8 new ways in 2011 – added Protect logo to external documents such as Garbage Guide, letterhead, grant forms, banners, website and print ads in three area publications. Complete.
- **Objective:** Develop three new tools to communicate EMS internally. (3 internal communications)
 - The Core Team developed 8 new tools to communicate the EHSMS to Commission employees, adding the PROTECT logo to things like water bottles that they gave to each employee. Other examples: They put the logo on rugs, banners, apparel. They put up bulletin boards with how they were doing on goals, and talked about it at annual dinner. Complete.
- **Objective:** Increase environmental education in 2nd grade in Davenport Community Schools. (Provide environmental education resources to 65 teachers)
 - Put together educational resource binders as information for teachers. Every school got a resource kit that included litter cleanup, gloves, book, videos and lesson plans and it's integrated into their science curriculum. They also added vermi-composting. Complete.

Yard Waste/Environmental Education

- **Objective:** Decrease invasive species in Scott and Rock Island Counties. (events/volunteers/plants removed)
 - Provided education, website, promoted events. Complete.
- **Objective:** Increase awareness of how to backyard compost in Scott County. Sell 250 compost bins and rain barrels. (Sell units)
 - After sale last year, had requests for more this year. At May sale, 198 units sold with 112 turners and 278 rain barrels (water quality). Complete.

Greenhouse Gas

- **Objective:** Evaluate Particulates generated at Commission Facilities. (Report Generated)
 - Awaiting report completion. In progress.
- **Objective:** Reduce GHG emissions at Commission facilities by installing solar 5 solar panels. (panels installed)
 - Installed solar panels on flow meters for leachate pumps. Established baselines for all GHG using Wenck model. Complete.

Household Hazardous Materials/Environmental Education/Recycling

- **Objective:** Increase E-Waste recycling by business customers by 10% at E-Waste facility over 2010. (Number of business customers)
 - Created spreadsheet of potential e-waste customers and mailed letter to over 1,800 potential customers – saw a 360% customer increase. In progress.

Household Hazardous Materials

- **Objective:** Increase awareness of HHM services – use of online appointment system by 10%. (Number of online appointments made)
 - Piggybacked on DNR's HHM advertising campaign, and added billboards, radio and TV ads. Anyone registering for an RCC appointment online was eligible for a Gift Card. Had 948 appointments in April – 42% online appointments compared to 13% prior. 29% increase. Complete.
- **Objective:** Increase awareness of agriculture community about the Commission's hazardous material services. (Hold one event for Ag community). Advertised and held Ag event at no charge to farmers. Collected 18,000 pounds of materials. Complete.

Water Quality

- **Objective:** Improve storm water runoff at south slope of Scott Area Landfill. (Seed south slope)
 - Slope seeded, also created berm with soil - raising road, directing sediment to basin. Complete.
- **Objective:** Minimize the Landfill's impact on water quality, reducing disturbed acres. (less disturbed acres)
 - Eight less acres disturbed. (*note: End Use plan goes through 2015)

EMS 3rd Party Audit Results Form

Scope/Facility: Erin Vorac (EMR), Kathy Morris, Executive Director and other staff

Auditors: Leslie Goldsmith, Jennifer Wright, Jeff Fiagle, and Becky Jolly

Date: October 26, 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, director and staff.	None	
2	Environmental Impacts	Reviewed Environmental Aspects and Impacts List in Intelex. Reviewed EMS procedure and interviewed EMR, director and staff.	None	
3	Legal and Other Requirements	Reviewed legal list and associated EMS procedure. Interviewed EMR, director and staff.	None	
4	Objectives and Targets	Reviewed Objectives and Targets Interviewed EMR, director and staff	None	
5	Action Plan	Reviewed Action Plans in Intelex Interviewed EMR, director and staff.	<i>Commendable: Scott County has developed a procedure to track action plans in which significant impacts are taken into consideration. Commission staff members are updating procedures to include how they utilize Intelex software in their processes.</i>	

Iowa EMS Element Number and Description		Audit Results/Findings from Internal Audit		
Number	Description	Evidence	Finding(s)	Iowa EMS Reference
6	Key Resources and Additional Needs	Interviewed EMR, director and staff.	None	
7	Communication/Training/Awareness	Reviewed Procedure, Training Matrix Interviewed EMR, director and staff.	<i>Commendable: Scott County's External Communications policy/form recognizes the fact that though calls or emails may not reference EMS directly, they may pertain to EMS goals or should be future goals and therefore should be treated as EMS communications. Scott has put a lot of work into external and internal EMS communication methods.</i>	
8	Monitoring and Measurement	Reviewed Procedure, Interviewed EMR, director and staff.	None	
9	Assessment	Reviewed Audit Procedure and Assessment for Annual Report. Interviewed EMR and staff.	None	
10	Reevaluation and Modification	This is part of the Audit process. Interviewed EMR.	*Audit Team was not able to evaluate this element at the time of the audit. Scheduled for November 2011	