



ISO 20121 REQUIRED DOCUMENTATION

Documentation is a major part of implementing a management system. This is one of the main tools to ensure that awareness exists amongst your team and stakeholders and also that the 'instruction manual' is written to direct your team on how to approach sustainable event management.

Throughout the standard there are many mentions of the word '**shall**'. Where this is referring to a 'procedure' or referring to 'documentation' then this documentation **MUST** be created.



To help you navigate your way through the documentation requirements in the standard, in the relevant question in the SEMS Tool we have highlighted where a procedure or documentation is required.

Inherent within the SEMS Tool are many aspects of the documentation required. For example SEMS works as a checklist to identify issues and includes measurement calculators. However there is additional stand-alone documentation that is required such as policy, procedures, processes, matrixes and outcomes.







The following pages detail the documentation required by ISO 20121 and we have highlighted where the SEMS Tool has sample or template documentation for you to follow.



DOCUMENTATION REQUIRED BY ISO 20121

SCOPE	
4.3 Determining the scope of the event sustainability management system	Document the scope of the management system. Explain what is included and excluded from the control or significant influence of the organizer.
4.4 Event sustainability management system	Document the way the processes interact with each other. This could be in the form of a process interaction map, for example showing how traffic management interacts with event entry control.
COMMITMENT AND RESOURCING	
4.5 Sustainable development principles, statement of purpose and values	Document the organization's governing principles of sustainable development in the form of a statement of purpose and values. Do this for example in your Sustainability Policy, in a statement made in an annual report and on your website.  Use the <i>SEMS Policy Wizard</i> to consider what could be included in your governing principles of sustainable development.
COMMITMENT AND RESOURCING	
5.2 Policy	Establish a sustainable development/sustainability policy and ensure it is documented.  Use the <i>SEMS Policy Wizard</i> to create your policy.
5.3 Organizational roles, responsibilities and authorities	Create a chart or spreadsheet that lists the roles and person currently holding the role that is responsible for various aspects of managing and implementing sustainability. Include job descriptions where sustainability is mentioned. Include an example of a clause in employment/engagement contracts.
7.2 Competence	Document competencies of staff and contractors. Document who has undertaken training. Document inductions that occur onsite.



COMMUNICATIONS	
<p>4.2 Understanding the needs and expectations of interested parties</p>	<p>Create a procedure for identification with and engagement of interested parties.</p> <p> Use the sample in SEMS to create your procedure: <u><i>Interested Parties Procedure</i></u></p> <p>Use and show evidence of a tool for identification and planning engagement with interested parties.</p> <p> Use the sample in SEMS: <u><i>Form XXX Identifying Event Sustainability Interested Parties</i></u></p> <p> Use the sample in SEMS: <u><i>Form XXX Interested Parties Communications Matrix</i></u></p> <p>Document the outputs of the engagement with interested parties.</p> <p>This can include meeting reports or action plans along with examples of programs or actions initiated as a result of consultation.</p>
<p>8.3 Supply chain management</p>	<p>Establish a Supply Chain Management Process.</p> <p> Use the sample in SEMS to create your process document: <u><i>Supply Chain Management Process</i></u></p>
PLANNING	
<p>6.1.2 Issue identification and evaluation</p>	<p>Establish a procedure to identify sustainability issues and to evaluate their significance.</p> <p> Use the sample in SEMS to create your procedure document: <u><i>Issue identification and evaluation procedure</i></u></p>
<p>6.1.3 Legal and other requirements</p>	<p>Establish procedure to identify current and emerging legal and other requirements, to which the organization subscribes.</p> <p> Use the sample in SEMS to create your procedure document: <u><i>Legal and Other Requirements Procedure</i></u></p>
<p>6.2 Event sustainability objectives and how to achieve them</p>	<p>Document the sustainability objectives at relevant functions and levels.</p> <p>This can be through inclusion of overarching objectives in your policy, as well as specific objectives and targets by function through creation of action lists and departmental targets.</p>



OPERATIONAL/EVENT QUESTIONS

8.1 Operational planning and control

Establish procedures for those activities critical to the successful implementation of the event sustainability management system, where their absence could lead to a departure from the governing principles of sustainable development, purpose, values, policy, objectives and targets.

This could include procedures and processes in the following areas.

Waste:

Procedures and processes are included in the Event Management Plans for each site or venue controlled by XYZ Organization.

Traffic:

Procedures and processes are included in the Event Management Plans of each site or venue controlled by XYZ Organization.

Water:

Procedures and processes are included in the Event Management Plans of each site or venue controlled by XYZ Organization.

Energy:

Procedures and processes are included in the Event Management Plans of each site or venue controlled by XYZ Organization.

Catering:

Procedures and processes are included in the Catering Operations Plan and requirements are included in third party caterer's information and contracts.

Protection of site, biodiversity and waterways:

Procedures and processes are included in the Event Management Plans of each site.

Procurement:

Procedures and processes are included in the Event Management Plans of each site or venue controlled by XYZ Organization. Additionally the Marketing and Sponsorship departments are developing procedures for ensuring no conflict arises in the procurement and partnership decisions made by these departments.

Safety:



Documented safety procedures and emergency protocols

Communication:

Documented communications protocols during onsite operations, including emergency response communications and delegations of authority for decision-making.



REPORTING & CONTINUAL IMPROVEMENT

9. Performance evaluation	<p>Establish a procedure for collecting performance data.</p>  Use the sample in SEMS to create your process document: <i><u>Performance Data Collection Process</u></i>
9.3 Internal Audit	<p>Establish a log of internal audit dates and responsibilities</p>
9.4 Management Review	<p>Documented proof of placement of sustainability performance on the agenda at Top Management meetings and/or board meetings.</p> <p>Scheduling of formal meetings with key staff and Top Management to review sustainability performance.</p> <p>Documented proof of the inclusion of consideration for continual improvement and new goals, objectives and targets for performance, at these reviews and the formal setting of new aims and documented evidence of the outcomes of the review.</p>
10.1 Nonconformity and corrective action	<p>Create a procedure that defines the responsibilities and authorities for handling and investigating non-conformities.</p>  Use the sample in SEMS: <i><u>Nonconformity Report Form</u></i>

Documentation Housekeeping

Ensure that all documentation is available to those that need it, through various and appropriate methods. Also ensure that documents are protected from being lost or destroyed, that they are appropriately titled, include dates or version number, who wrote them, who is responsible for their implementation and signed if necessary.

Any documentation which has been created external to the organization but deemed necessary for operational control (eg legal requirements, regulations for use of venues/sites etc) should likewise be disseminated and stored appropriately. It is important that controls are in place to ensure that obsolete or old versions of documentation are not accidentally used and therefore electronic copies should be so named/filed and a log of who has the documentation kept so that updates can be distributed to all relevant parties.



Independent Conformity Assessment

Sustainable Event Solutions conducts rigorous independent external assessments for conformity to ISO 20121 using the SEMS Tool

To streamline the process and add maximum benefit to the client we use the SEMS tool to support the audit process.

This ensures the steps to second party conformity assessment are as simple as possible, but also that it establishes a management system for your organization/venue/event that can be used going forward.

An easy and comprehensive way to do this is using the SEMS tool. The SEMS tool is the online Sustainable Event Management System tool of choice for any event anywhere in the world.

SEMS assists users to plan, monitor, measure, check, act and report on the sustainability performance of their organisations and events. It includes comprehensive education modules, built-in calculators for performance measurement, and a policy wizard as industry leading features. By implementing SEMS across your event/organization you will be on your way to becoming 'conformity ready'.

SUSTAINABILITY
POLICY WIZARD

SEMS EVENT

MEASUREMENT
MODULE



Sustainable Event Solutions

Sustainable Event Solutions provide sustainability frameworks and tools to educate industry and community globally and enable measurable performance outcomes. SES's intent is to produce world's best tools enabling our clients to remain ahead of the sustainability curve therefore demonstrating leadership and achieving measureable results.

Our flagship, the SEMS Tool is a world leader in sustainability frameworks, enabling integration of responsible, efficient and ethical business practice into our client's events. This enables improved sustainability performance and business excellence. SEMS has been developed to educate event producers, provide a mechanism for measuring sustainability improvements, results and innovation to reduce the negative environmental and social impacts of an event and to enhance the positive legacies resulting.

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