



Closing Meeting

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WELCOME

ENVIRONMENTAL MANAGEMENT BUREAU - REGION 02

**ISO 9001:2015
Surveillance 1 Audit**

February 11, 2022

Assuring
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OPENING MEETING

Company: **Environmental Management Bureau – Region 02**
Regional Office: **20 Pagayaya Road, Regional Government Center,
Carig Sur, Tuguegarao City, Cagayan, 3500 Philippines**
Provincial Environmental Management Units;
PEMU Isabela: **San Felipe, City of Ilagan, Isabela, 3300 Philippines**
PEMU Quirino: **DENR Compound, Andres Bonifacio, Diffun,
Quirino, 3401 Philippines**
PEMU Nueva Vizcaya: **Forestry 2B Building, NVSU Compound,
Don Mariano Perez, Bayombong, Nueva Vizcaya, 3700
Philippines**
PEMU Batanes: **Ivatan Lodge, Kaychanarianan, Basco, Batanes,
3900 Philippines**

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OPENING MEETING

Scope: Provision of Environmental Services through Planning and Program Implementation, Monitoring and Enforcement, Clearance and Permitting Issuance, Education and Information Dissemination, Administrative and Finance Services

Standard: ISO 9001:2015

Exclusion: 8.3 Design and Development

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Good Practices:

1. Strong commitment shown by the top management headed by RD Nelson Honrado to improve the services of the bureau to meet the demands of their increasing clientele and adopting to the new normal.
2. Creation of temporary/interim unit PEMU Cagayan, to include in the revised rationalization plan within this year with the Special Order issued last Jan. 2022 for Mrs. Patrocinia Daliuag as officer/chief.
3. Reduction of personnel vacancies from 20 to 6 positions was achieved.
4. Three (3) methods of monitoring is now being implemented, before only face to face (on-site) monitoring was implemented, with additional of off-site/remote and desk/table monitoring.

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CLOSING MEETING

Good Practices:

5. Ready to put-up data acquisition system for regional command center/regional operation center in addition to integrated information system (IIS) for real time sending of data to central office.
6. Covid-19 responses were effective with 99% of the total employees have already completed the 2nd dose vaccination while others are now for booster shot.
7. Four (4) complaints received in 2021 from 8888 were closely monitored by legal compliance division with all complaints were closed within 72 hours.
8. Achievement on the client satisfaction result; on the total respondent – 78% very satisfactory and 22% with satisfied rating from Jan. to Dec. 2021.

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Good Practices:

9. PEMU Batanes, Nueva Vizcaya - The team are fully vaccinated for Covid19. Alternative work arrangements are in place to ensure compliance to IATF guidelines.
10. PEMU Isabela - There's a noted increase in the total inspections/surveys/monitoring from 2020 to 2021 despite the pandemic season.
11. PEMU Quirino - There's a significant decrease in the number of establishments endorsed for notice of violations from 2020 to 2021.
12. EMED - Chemicals and Hazardous Waste Monitoring Section - The sampled technical compliance reports for 2021 included very comprehensive findings reflective of the technical expertise of the inspectors.
13. Ambient Monitoring and Technical Services section has installed new additional 2 - station equipment last March 2021 with total of 5 stations now being used in monitoring Air Quality in Region 2.

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Good Practices:

14. Implementation of Auto approval of the CNC (certificate of non-coverage) to lessen the turn around time for the issuance.
15. Actual validation on ground (survey) was conducted for the application of ECC and for those with issued CNC for verification of correctness on the declaration of information.
16. Issuance of Laptop and provision of communication allowance to section chiefs, case handlers, and those with access with the online system.
17. Improvement on the infrastructure that includes relocation of EIA Unit to bigger area, and expansion of storage.
18. On-going preparation to integrate QMS with EMS ISO 14001:2015 and OHSMS ISO 45001:2018.
19. Starting last year the provision for the individual office of PEMUs in coordination to DENR and other government agencies to own lot by all PEMUs. Ground breaking conducted of a 2-storey building in the NVSU compound with area of 480 sq. meters.

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AUDIT FINDINGS

Opportunities for Improvement (OFI):

| | | |
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| 01 | Top Management /QMR | <ol style="list-style-type: none"> 1. Ensure Frequency of conducting management review and internal audit, base on the program set by the organization for the continual improvement of the different processes. 2. Agenda discussed in the management review meeting should follow the review inputs needed for the QMS. 3. Ensure review and update of the Risk assessment and reflect this on the Risk Register (last review as reflected was Nov. 4, 2020) |
| 02 | Internal Audit | <ol style="list-style-type: none"> 1. Strengthen the follow-up and closure of the previous issued NCAR, ensuring that the issued NCAR should be closed by the auditee department on the committed date. 2. Ensure frequency of conducting audit of twice (2x) a year considering a full audit. |
| 03 | Legal Compliance | <p>Consider including other details (root cause and actions taken) on the complaint received from 8888 for better monitoring and later can be used as reference for follow-up of internal auditors during the audit.</p> |



AUDIT FINDINGS

Opportunities for Improvement (OFI):

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| 04 | Water and Air Quality Monitoring | Consider to update monitoring on those clients with recommended issuance of NOV (notice of violation). |
| 05 | Ambient Monitoring and Technical Services: | <ol style="list-style-type: none">1. Consider collating evidence/s to support the needed competency of the newly transferred/hired technical personnel.2. Ensure to undergo calibration of all measuring equipment being used in ambient monitoring/air and water quality equipment by a 3rd party calibration laboratory. |
| 06 | PEMU Isabela | Although, reflected on detailed checklist, may ensure that the “information on previous inspection” part at the end of the report is consistently filled-up (specially if there’s recommendation for NOV the previous year) to ensure follow-up and follow through of previous inspection reports (only one isolated record sampled). |

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AUDIT FINDINGS

Opportunities for Improvement (OFI):

| | | |
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| 07 | General Comment | The delineation of monitoring activities as shared by auditees e.g. environmentally critical projects are to be monitored by Regional while non-environmentally critical projects are to be monitored by PEMUs , is not yet reflected in the established SOP (on-going revision/updating). |
| 08 | EMED-Chemicals and Hazardous Waste Monitoring Section | Need to ensure that the issuance of letter of information and NOVs is on-time. Two isolated cases sampled where the inspection was dated Sept. 15, 2021 yet still no letter of information issued to date, inspection date March 2021, still no NOV issued to date. |



AUDIT FINDINGS

Opportunities for Improvement (OFI):

| | | |
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| 09 | Environmental Education and Information Unit | <ol style="list-style-type: none"> 1. Consider conducting analysis of data on the collected wastes during the clean up drive. Result(s) can be used as an input for the planning and implementation of programs related to environmental awareness. 2. May strategize an action to boost the promotion of environmental awareness campaign through the use of online channel (FB Page) by increasing the target number followers. |
| 10 | Environmental Impact Assessment Section | <p>May forward a summary of results on the encountered violation on the conducted survey for the application of ECC/CNC to the EEI Unit, inputs can be used by the EEI Unit on the planning of programs/events to be implemented based on the common violation encountered to increase the awareness of the stakeholders.</p> |



AUDIT FINDINGS

Opportunities for Improvement (OFI):

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| 11 | Ecological and Solid Waste Management Section | Re-consider establishing summary monitoring report of status of findings on the inspected sanitary landfills that includes timeline for the validation of actions made by the LGU as per commitment. |
| 12 | Purchasing | <ol style="list-style-type: none">1. Ensure conducting review of effectiveness of controls on the determined risks specially for those manifested risks with high occurrence.2. Consider communicating the result of conducted performance evaluation to the evaluated external providers for their awareness. |



AUDIT FINDINGS

Opportunities for Improvement (OFI):

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| 13 | Control of Documented Information | <ol style="list-style-type: none">1. Ensure the revision of the established procedure related to control of documented information EMB-R02-SP-FAD-REC-001 to include controls on the use of e-copy of documented information and controls on the documented information from external origin.2. Ensure to define timeline on the completion of migration of documented information from hard copy to e-copy.3. May identify additional risks related to control of documented information, use of IIS and other activities of records officer. |
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AUDIT FINDINGS

Minor Non-conformance:

Zero

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AUDIT FINDINGS

Major Non-conformance:

NONE

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CLOSING MEETING

Audit Final Result and Recommendation:

The Surveillance 1 audit was carried out in all the processes, there is an established, adequately implemented and maintained **Quality Management System (QMS)**; thus, meeting the requirements of **ISO 9001:2015** standard.

Therefore, the Audit Team recommends
continued Certification to

**ENVIRONMENTAL MANAGEMENT BUREAU -
REGION 02 including PEMUs**

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The next audit arrangements and that although a provisional audit plan for the next audit is detailed in the audit report the final audit plan will be confirmed shortly before the next audit due date.

Next Audit

Surveillance 2 Audit: **December 2022**

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CONGRATULATIONS