

Audit Type:	Surveillance
Organisation:	Royal College of Music
Address:	Prince Consort Road , London , SW7 2BS
Standard(s):	ISO 14001:2015
Client Representative(s):	Mr James Collins, James Leighton
Total number of employees:	207
Applicable employees (QMS/EMS):	44
Site(s) audited:	As Above
Date of Audit:	02 August 2021
Lead Auditor:	Andrew Gill

This report is confidential and distribution is limited to the audit team, client representative and the British Assessment Bureau (BAB) office.

Section A: Audit Objectives

Surveillance Audit

- to confirm that the management system conforms with all of the requirements of ISO 14001:2015;
- to confirm the Scope statement; represents the organisation's certified activities on the Certificate of Registration;
- to confirm that the organisation has effectively implemented ISO 14001:2015;
- to confirm that the Management System is capable of achieving the organisation's policies and objectives;
- to review links between the internal audits, management reviews and continuous improvement

Section B: Scope(s) of certification

All activities that support the training of musicians for international careers as performers, conductors and composers and other significant roles within the arts.

Section C: Current audit findings and conclusions

The BAB Audit Team conducted a process-based audit, focussing on significant aspects, risks and objectives as required by ISO 14001:2015.

The audit methods used were interviews, observation of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan and audit planning process.

Number of nonconformities identified	0	Major	1	Minor
Number of opportunities for improvement identified	0			

Based on the results of this audit and the system's demonstrated state of development and maturity, continued management system certification is recommended. This recommendation will be independently verified by the British Assessment Bureau Head Office.

Section D: Opening Meeting and Close out of previous findings

Section E: Audit Findings

Clause : Opening Meeting and Close out of previous findings

The opening meeting was attended by James Collins, Estates Projects and Environmental Coordinator, Sarah Hanratty, Estates Projects and Operations Manager, Aida Berhamovic, Director of Estate, James Leighton, Health and Safety Environment Manager, Darren Chadwick, EMS Consultant, and Andrew Gill, Lead Auditor for British Assessment Bureau. The findings of the last audit and the action to resolve them were reviewed. For clarification on the findings, please refer to the previous assessment report. No specific health and safety issues that may have affected the audit process were reported. It was established that the client holds a copy of the ISO 14001:2015 Standard and were presented at the meeting.

Clause 4: Context of the Organisation

Founded in 1882 by the then Prince of Wales (later Edward VII), the RCM has trained some of the most important figures in British and international music life, including composers such as Holst, Vaughan Williams, Turnage and Britten; conductors such as Leopold Stokowski, Sir Colin Davis and Sir Roger Norrington; singers such as Dame Joan Sutherland, Sir Thomas Allen and Alfie Boe; instrumentalists such as Sir James Galway, John Lill and Natalie Clein.

With 840 students from more than 60 countries studying at undergraduate, masters or doctoral level, the RCM is a vibrant community of talented and open-minded musicians. RCM professors are musicians with worldwide reputations, accustomed to working with the most talented students of each generation to unlock their artistic potential.

Regular visitors include the likes of Lang Lang, Dame Kiri Te Kanawa and Bernard Haitink. The RCM's many performing groups (including five orchestras, two jazz bands and the RCM International Opera School) are celebrated for the vitality and excellence of their performances and are regularly invited to perform at significant venues both in the UK and overseas.

The RCM's buildings, facilities and location are the envy of the world. The RCM is situated in South Kensington, the home of science, arts and inspiration, directly opposite the Royal Albert Hall. Our iconic building, our concert hall, Britten Theatre, studios, library and RCM Collections all provide inspiration for RCM students.

The scope of certification is defined as 'All activities that support the training of musicians for international careers as performers, conductors and composers and other significant roles within the arts' and this accurately reflects the organisations services.

Interested parties have been documented in the Register of Stakeholder Needs and Expectations V2 and these include:

- Benefactors - Report on the impact of gifts, including any environmental considerations that are relevant
- People and planet - Complete the People and Planet Green league questionnaire
- HEFCE/OFS - Design and implement carbon management plan to support sector carbon reduction target of 43% by 2020. The RCM set a target reduction of 35% for scope 1 and 2 emissions, from a 2005/6 baseline
- HESA - Report on environmental performance
- Development and alumni relations - Incorporate environmental considerations into the "case for support"
- Performance - Heating and cooling systems meet minimum noise standards in performance spaces
- Digital RCM - Offering courses and teaching on line and through digital media
- Estates – maintenance - Ensure buildings are efficient as possible
- Prospective students - Provide local auditions for international students where possible.
- Students - Provide storage facilities for travel cases for instruments

Interested party needs are determined via stakeholder interviews which were demonstrated by Darren Chadwick.

The Management Systems are well structured and reflects the operational processes through documented procedures included in the company's EMS Manual V1.3 with clearly identified inputs and outputs throughout.

Clause 5: Leadership

James Leighton (Health and Safety Environment Manager) maintains the Management System requirements and reports back to the Top Management through the Management Review process. The Top Management representative for the EMS is Aida Berhamovic (Director of Estate) engages with their neighbours regarding improving their environmental impact and sharing best practice. Aida gives talks to staff and students regarding sustainability and best practice relating to how they can contribute to environmental objectives. Aida also chairs the Environmental Committee which feeds back up to the Council, this last took place 17/05/2021. Management review outcomes are presented to Aida at steering committees where decisions are made on the EMS, the last steering committee took place 28/07/2021.

The Employees are communicated with through Regular meetings on the Environmental Management System Performance. A seasonal newsletter is sent to staff, an Autumn Newsletter was evidenced which was seen to include details on the EMS and their environmental controls.

Jennifer Allison was interviewed as part of the Audit and confirmed that successful communication was part of the company's process and cited company induction as an example.

A new Estates Environmental Comms Plan is being implemented and will be worth reviewing at the next audit.

Client communication is recorded via email and the organisations commitment to continual improvement was demonstrated throughout the Audit; their aspects and impacts methodology is in place as well as their risk assessment methodology which is managed and reviewed regularly by the Health and Safety Environment Manager and Directors to ensure customer satisfaction and that the organisations systems are robust.

The Environmental Policy is in place and displayed on the company website, this was signed by the Director of Estate on 06/2021.

An organisation chart was evidence and job descriptions are in place which are further explored in Clause 7 of this report.

Clause 6: Planning

The EMS Manual V1.3 includes the organisation's risk assessment methodology and the risks are detailed within the Aspects and Impacts Register V1.2 which states the relevant operational as well as environmental risks. Risks include:

Risk - Applications and income might reduce if auditions are not conducted abroad

Offering auditions abroad expands access to new applicants and reduces travel emissions

Other significant risks identified are sampled with the aspects and impacts below.

NC-1 ● MINOR (6.1.2 - 14001) Finding: The organization did not fully determine the associated environmental impacts, considering a life cycle perspective. Evidence: The Aspects and Impacts Register.

The EMS Manual V1.3 includes the methodology on how the organisation identified the aspects that impact on the environment and there is an Aspects and Impacts Register V1.2 in place and this was evidenced detailing the aspects and their scale of impacts as well as stating the relevant legal compliance requirements the most significant aspects being:

Aspect - Environmental reporting

- Life-cycle stage – Context
- Sub-aspect - HEFCE and annual EMS reporting
- Obligation requirements – 3
- Scale of impact – 3
- Chance of occurrence – 3
- Chance of detection – 2
- Risk score – 30
- Significant – Yes
- Financial risk – L
- Strategic opportunity – M
- Environmental Impact opportunity – M
- Risk - Applications and income might reduce if auditions are not conducted abroad
- Opportunity - Offering auditions abroad expands access to new applicants and reduces travel emissions

Aspect - Waste arising

- Life-cycle stage - Operations – downstream
- Sub-aspect - Waste arising - non-hazardous
- Obligation requirements – 2
- Scale of impact – 2
- Chance of occurrence – 3
- Risk score – 25
- Significant – Yes
- Compliance risk – M
- Environmental impact risk – L
- Financial opportunity – M
- Reputational opportunity – L
- Environmental impact opportunity – M
- Risks - There are direct environmental impacts from conducting research, and there are compliance obligations that relate to

funding body requirements and legislation (especially in relation to waste and COSHH)

- Opportunities - There are opportunities to monetise research and improve environmental performance through the research findings, especially on virtual conservatoire facilities

Aspect - Design

- Life-cycle stage - Estates and facilities – upstream
- Sub-aspect - Building design
- Obligation requirements – 3
- Scale of impact – 2
- Chance of occurrence – 2
- Risk score – 24
- Significant – Yes
- Compliance risk – M
- Environmental impact risk – M
- Financial opportunity – L
- Reputational opportunity – M
- Strategic opportunity – M
- EMS effectiveness opportunity – M
- Risks - The SU have direct environmental impacts (through energy and waste arising in particular).
- Opportunities - There are opportunities for cost reduction through efficiency. The initiatives can also have a positive impact on the RCM's reputation and the effectiveness of the EMS.

The controls that mitigate the risks of these aspects are detailed within the EMS Operational Controls V1.1, and these include:

Accommodation:

The RCM provides student accommodation in a purpose-built halls of residence, with a suite of practice rooms in the basement. The halls are operated by a third party organisation.

- Sound insulation - Student bedrooms and practice rooms will be designed with additional sound insulation. The noise separation between rooms is specified as at least 55dB (higher than the typical British Standard) to allow for student practices within bedrooms. The performance of such insulation will be tested rigorously as part of the formal handover of the building.
- Code of conduct - Students are required to adhere to a code of practice, ensuring they do not practice during anti-social hours

Box office - The box office offers on-line ticket sales which reduces the need for printed tickets. Tickets purchased in person and over the phone are currently printed.

Managing neighbours (residential, Imperial College and other institutions in the Albertopolis) - The RCM engages with its neighbours ahead of projects which could cause disruption, excessive noise or nuisance, such as construction projects

Waste materials:

The Royal College of Music seeks to minimise waste, maximise reuse and recycling, and ensure that all waste is managed in compliance with applicable legislation.

The RCM will:

- Comply with all applicable waste legislation
- Aim to achieve zero to landfill
- Adopt purchasing policies that reduce waste and minimise single use materials
- Implement processes to support re-use, including sets, costumes, and materials
- Provide appropriate bins and waste facilities to allow staff and students to segregate waste as required and maximise recycling rates
- Provide appropriate signage to ensure all staff, students and visitors are aware of the most appropriate bins to use

Design:

The terms of reference for significant projects will be set by the Finance and General Purpose Committee. Environmental performance of the project will be stipulated within the terms of reference and are managed throughout the project in the project definitions and business case, which capture all stakeholder requirements, the schedule, costs, change control etc.

As a policy, the RCM aims to achieve at BREEAM rating of least at Very Good.

The RCM will follow the RIBA plan of work.

A project board will be appointed who will oversee the project and ensure that all environmental obligations are met. The board will meet on a regular basis and the RCM Council will also be consulted for larger projects.

A member of the project board will have specific responsibilities for environmental issues

Campus:

Performance and events:

- The RCM stages performance at the Prince Consort Road Campus and at venues outside of the College.
- Within the College, the RCM's events and performance team will include environmental considerations in the planning and running of events and performances.
- The College's energy and waste policies control key processes related to heating/cooling performance spaces and managing any waste arising. The RCM has limited control of the performance spaces outside of the College.
- From time to time, performances are broadcast using the RCM's YouTube channel and other broadcast media. This expands the reach of the performance beyond those attending in person to a global audience.

The organisation should review the Aspects and Impacts Register to ensure that the impacts to the environment are made clearer. This has been raised as a Minor NC.

The Environmental Objectives are stipulated in the Environmental Management System – Targets and Objectives and these include:

Aspect - Paper use

- Long term vision - Paperless RCM
- Annual target - T1. Collate paper use data and identify significant areas of paper usage
- Timescale - Start now, complete March 2020
- Lead - James Leighton
- Support - RB HD
- Operational controls - P1.1 Analyse paper use from purchasing and printer data.
- Priority - 3 Low
- Status - On track
- Comments - We do not have the resource to do this at the moment and it is not business critical (unlike waste tender). Please can we use the time to collate the data before moving onto creating reduction targets for etc. Update: Birju set up system to send monthly paper usage reports to JL

Aspect - Green Travel

- Long term vision - Low carbon transport facilities for staff and students
- Annual target - T4. Review cycling and walking facilities
- Timescale - Spring/Summer term 2020
- Lead - Aida Berhamovic
- Support - RB, JL
- Operational controls - P4.1 Review the current cycling and walking facilities on campus, including showers, access routes and cycle parking
- Priority - 3 Low
- Status - On track
- Comments - Physical checks and review of what exists..04.07.10 Update: Additional cycle racks provided at front of building on completion of project works. 08/07/2019 updateable suggested providing additional cycle racks outside the BT Theatre. Usage of these will be monitored upon completion of the courtyard

Clause 7: Support

The organisations employees are made up of:

- Director
- Deputy Director
- Director of Development and Alumni Engagement
- Director of Estates
- Director of Finance
- Artistic Director
- Director of Programmes
- Director of Research
- Director of Communications
- Teams under their management

An Organisation Chart was evidenced and Job Descriptions are in place and were evidenced for:

Facilities Supervisor:

- To use email, Asimut (event and room booking system) and CAFM (computer aided facilities management system) to retrieve job requests, and ensure these requests are allocated to the relevant members of the team.
- To act as duty manager of the college, being responsible for college operations outside of regular office hours.
- To be responsible for the day-to-day supervision of Facilities Officers on shift and/or Customer Service Assistants.
- Escalating any queries or issues to the Assistant Facilities and Operations Manager as required. Where appropriate, assisting the Assistant Facilities and Operations Manager and Facilities and Operations Manager with meetings and appraisals.
- To organise, assign and facilitate requests from students, staff and professors.
- To complete room sets-ups, decants and equipment moves as required.
- To supervise and assist with the movement of large keyboard and percussion instruments for classes, rehearsals and concerts.
- To ensure a high standard of housekeeping is maintained across the college, including all rooms, corridors and communal areas.

HR Assistant:

- Respond to requests to advertise new roles ensuring that recruiting managers follow RCM recruitment processes and comply with legislation and College practices
- Ensure that any new or updated roles have been through the HERA job evaluation process, advise recruiting managers in the drafting and revising of Job Descriptions, Applicant Information Packs and advertisements
- Place advertisements, liaising with external recruitment agencies, web based recruitment providers and media buyers, Where appropriate advise on the inclusion of positive action statements in adverts
- Ensure shortlisting panels are provided with all application forms promptly and monitor the shortlisting process. Advise managers in relation to diversity of shortlisting and interview panels
- Administer the interview process, contacting candidates, and ensuring that managers are provided with appropriate documentation
- Under the guidance of the HR Manager issue offer letters and draft contracts of employment
- Administer the process for new starters, obtaining references and, ensuring that all relevant pre-employment checks including health clearance, right to work checks, qualification checks and DBS checks (where applicable) are completed. Request the creation of IT accounts and undertake HR Inductions with all new members of staff

A Roles and Responsibilities V1.4 document is in place which details the roles and responsibilities for the EMS.

A virtual site tour was facilitated by Sarah Hanratty.

The Recruitment Process is managed internally using their website and music job boards, agencies are used in rare circumstances, a shortlist is created by assessing candidates against the job spec, the shortlisted candidates are invited to interview and qualifications are checked. This was demonstrated against the recruitment of:

CE, Marketing Manager

- HR Personnel File Checklist
- Reference evidence
- Application form
- Job description
- Offer letter dated 11/12/2020
- Contract of employment signed 27/12/2020
- Right to work, copy of passport
- Screening
- Certificates

IR, Assistant to Director of Finance and Director of Estates

- HR Personnel File Checklist
- Reference evidence
- Application form
- Job description
- Contract of employment signed 16/07/2021
- Offer letter dated 24/06/2021
- Screening
- Right to work, copy of passport

An EMS induction progress is in the process of being implemented and this would be useful the sample at the next audit.

A Training Needs Matrix is used to list all employees and their skills, certifications and training needs. Training records were evidenced for:

James Leighton:

- General awareness of the EMS (including policy, key themes and objectives and targets)
- The requirements of ISO 14001:2015 and the RCM's EMS
- The context and needs and expectations of stakeholders EMS planning, including the aspects and impacts register, the EMS plan and the legal register
- Awareness of objectives and targets
- EMS support, including the awareness and communications processes, competence and training, and roles and responsibilities
- Relevant departmental operational controls (including emergency response)

Sarah Hanratty

- General awareness of the EMS (including policy, key themes and objectives and targets)
- The requirements of ISO 14001:2015 and the RCM's EMS
- The context and needs and expectations of stakeholders EMS planning, including the aspects and impacts register, the EMS plan and the legal register
- Awareness of objectives and targets
- EMS support, including the awareness and communications processes, competence and training, and roles and responsibilities
- Relevant departmental operational controls (including emergency response)

There is a professional development framework in place where employees can apply for training budget for their development.

Appraisals are carried out annually and records were evidenced for ED dated 01/04/2021 identifying training needs being confidence training/coaching.

The organisation has in place a Documented Control Procedure in their EMS Manual V1.3 which states: All documentation is controlled by version and date and is listed on One Drive. This is managed James Leighton (Health and Safety Environment Manager). Documents viewed as part of the audit included:

- EMS Manual V1.3
- Aspects and Impacts Register V1.2
- EMS Operational Controls V1.1
- Project Management Handbook V3

Clause 8: Operation

Environmental Procedures are entrenched in the organisation's activities and documented within the EMS Operational Controls V1.1. These include: Vehicle Tracking; Fuel Monitoring; Recycling of all Packaging and Utilities Monitoring as well as ensuring that products purchased both for internal use and to supply clients are reviewed to ensure the most environmentally friendly option is purchased wherever possible. The lifecycle of products purchased are reviewed e.g. the paper purchased is from recycled sources and recycling of paper is undertaken.

EMS requirements are embedded into all aspects of the organisation, including project planning, a project called the More Music Project which was a quarter of a million pound investment project was evidenced which ended in March 2020 where there was a focus on environmental impact, considerate contractors were used and materials were reused from demolition work at the site.

Richard Bland and Birju Patel talked through the Digital and Production team's environmental controls, the organisation has controls in place relating to asset lifecycles, a lot of this is regarding making sure equipment purchased is future proof and energy efficient. Desktops and laptops are currently in the process of being replaced taking environmental impact into account. A 15 year programme has recently been put in place for equipment lifecycles to ensure that equipment is not used past its lifecycle. CDL are used to recycle and redistribute equipment to charities where possible and for disposal of equipment that can't be reused. A certificate was evidenced dated

An AFCH Lighting Replacement project brief was evidenced which detailed potential environmental impacts, costs, and opportunities for reduction in impact to ensure that the project was conducted in the most environmentally friendly way possible. This project brief demonstrates good communication between the Digital and Estates teams to ensure the best outcome.

The EMS Manual V1.3 includes an Emergency Preparedness and Response Process and the main emergency at the site has been identified as fire with the Landlord having fire prevention procedures in place which include weekly fire alarm testing as well as lift alarms, the fire alarm system is serviced around every six months, this was last tested on 08/01/2021 which was evidence at the audit.

The organisation has monthly visits from an external fire consultant who conducts their fire risks assessments.

Fire extinguishers are serviced in August every year, the last service took place on 04/08/2020.

Fire drills take place in September each year, however due to Covid-19 the last test took place on 06/07/2020.

Fire alarm servicing last took place in May 2021.

Each department has a plan that is related to their department.

The organisation has H and S induction training to ensure that staff are aware of their responsibilities in this area.

The organisation are members of the South Kensington Business Resilience Forum which is used to discuss security and potential threats to safety in the area.

Clause 9: Performance Evaluation

The organisation manages the maintenance of their equipment, with multiple lifts throughout the site with servicing evidenced, the following were serviced on 28/06/2021:

- Blomfield Lift
- BT Workshop Disabled Lift
- Costume Store Lift
- Concert Hall Stage Lift
- BT Stage Lift

EMS performance management is monitored via a Usage Comparison 2017 to Present which keeps track of performance in a variety of different performance areas such as energy and water usage.

A performance report 'RCM Environmental Management Update' was evidenced dated 30/06/2021, this contains stats on their progress on lessening their environmental impact and is published to the website and will be reviewed at Management Review. This report showed positive outcomes and that the organisation is performing well against their targets and objectives.

The EMS Manual V1.5 includes the Internal Audit Procedure and an Internal Audit Schedule is used to ensure that all of the requirements of the standard is covered over the year. Internal audits are carried out annually by the external EMS Consultant. Internal Audits that were carried out were evidenced and included:

Audit dated 09/10/2020 and included all EMS requirements and clauses.

Auditor – Darren Chadwick

The audit raised 9 minor non-conformances and 16 observations and had good audit trails.

Management Reviews are planned annually and a formalised agenda is in place to ensure that the requirements of clause 9.3 are reviewed. Minutes were evidenced for a meeting dated 11/11/2020 with the following attendees:

- Aida Berhamovic (Director of Estates)
- James Leighton (Health and Safety Manager)
- Poppy Walker (Facilities and Operations Manager)
- Chris Gibbons (Estates Office Coordinator)
- Ingrid E Pearson (Research Fellow in Performance Practice)
- Terry Clarke (Research Fellow in Performance Science)
- Heather Daykin (Marketing Manager), Sarah Hanratty (Projects Manager)
- Jason Perry (Deputy Head of Estates)
- Darren Chadwick (Environmental Consultant)

Clause 10: Improvement

Performance Evaluation (Monitoring, Measuring and Analysing) has been established and defined. Continuous monitoring is undertaken observing each part of the service provision. A CAPA Log was evidenced at the audit. This is designed to document the outcomes of internal audits, risk assessments, concerns, problems, incidents, breaches and suggestions, who is responsible for the management of each individual issue, completion target dates and corrective action taken. The following entries were noted:

Observation - The needs and expectations of stakeholder groups has not been updated since the system was established in February 2018. A review of the needs and expectations of key stakeholders should be conducted when circumstances allow, and the RCM should consider engaging directly with external stakeholders who's needs have been identified indirectly

previously

Suggested action:

James Leighton suggested that the following groups would be useful to add: - Council member (Doug Gardener), Student Union, students

Observation - The projects team and Estates Director conduct stakeholder engagement processes and collect information relating to stakeholders' needs and expectations including those related to environmental issues. The process and records related to stakeholder engagement during projects are maintained by the projects team, but the EMS does not reflect this process or incorporate the findings from the engagement process into its planning documents.

Action: Complete interviews (or questionnaires) with additional stakeholders to determine the needs and expectations (council representative, SU rep, students, estates and facilities team).

Minor NC - The 20190729 EMS roles and responsibility v1.1 document is out of date and includes a number of members of staff that have left or changed role

Section F: Legal Compliance

The Directors of the organisation ensure that they keep up to date with relevant legislation with sites such as HSE; DirectGov and Environmental Agency referred to on a regular basis and as part of the Internal Audit program. Accountants are used for financial and payroll compliance. A Legal Register was within LUS (Legal Update Service) was evidenced which details all of the relevant compliance requirements and is automatically updated with legislation changes and the following entries were noted:

- The Environmental Protection Act 1990
- The Clean Air Act 1993
- Water Industry Act 1991
- The Hazardous Waste Regulations 2005
- The Waste Regulations 2011
- Clean Neighbourhood and Environment Act 2005

James Leighton (Health and Safety Environment Manager) who is ISO 14001 Lead Auditor qualified, and Degree qualified in H and S with over 15 years of experience in the field deemed competent to identify relevant legislation for the organisation, is responsible for ensuring employees and Directors are informed of any legislation changes that could affect the organisation. Consultants are used for Health and Safety, HR and Environmental advice.

Darren Chadwick (EMS Consultant) also supports the organisation with their legal compliance.

Employer's Liability Insurance was evidenced:

Insurer – Zurich

Expiry date – 31/07/2022

COSHH assessments were evidenced:

- Britten Theatre
- Maintenance Cupboard
- Museum Workshop
- Piano Workshop

An AnyJunk Waster Transfer Note was evidenced dated 18/05/2021.

The organisation has received no enforcement orders.

Section G: Use of the Certification Mark

This was not applicable at this audit.

Closing Meeting

The Closing Meeting was attended by James Collins, Estates Projects and Environmental Coordinator, Sarah Hanratty, Estates Projects and Operations Manager, Aida Berhamovic, Director of Estate, James Leighton, Health and Safety Environment Manager, Darren Chadwick, EMS Consultant, and Andrew Gill, Lead Auditor for British Assessment Bureau. They were informed of the outcomes and the client accepted the findings of the Audit. The audit objectives were concluded in line with the Audit Plan and all information requested was supplied and forms part of the above detail in terms of the requirements. The client was satisfied that the audit duration was a true reflection of the entire process-based activity.

Non-Conformities and Opportunities for Improvement

Type	Clause	Summary
NC-1	● Minor 6.1.2	(14001) Finding: The organization did not fully determine the associated environmental impacts, considering a life cycle perspective. Evidence: The Aspects and Impacts Register.

No OFIs Found

- = Major Non-Conformity
- = Minor Non-Conformity
- = Opportunity for Improvement

If non-conformances have been raised throughout this assessment, you are required to provide the following to assist in the closure of these to compliance@british-assessment.co.uk.

Major Non-conformance (Recertification Assessment) – Provide evidence within 10 days of the assessment

Major Non-Conformance (Surveillance Assessment) – Provide evidence within 28 days of the assessment

Minor Non-Conformances – Provide a corrective action plan within 28 days detailing how you intend to rectify in preparedness for the next assessment together with a root cause analysis.

Important Note: If this assessment represented a "Stage 2" (Initial) assessment, certification cannot be granted until such time that the corrective action plan has been received.

Certification Cycle Assessment Plan (from 2019 to 2022)

Business function/Process	Recertification Audit	1st Surveillance Audit	2nd Surveillance Audit	Recertification Audit
Context of the organisation	✓	✓	✓	P
Leadership	✓	✓	✓	P
Planning	✓	✓	✓	P
Support	✓	✓	✓	P
Operation	✓	✓	✓	P
Performance Evaluation	✓	✓	✓	P
Improvement	✓	✓	✓	P
Client Site Visit	tbc	tbc	tbc	tbc

P = Planned, ✓ = Done, ✗ = Excluded

Plan for next Assessment

Time	Assessment Activity
09.00	Arrive on site
	Opening Meeting
	Overview of Company
	Review:- Context of the Organisation
	Review non-conformities, observations, recommendations from previous audit.
	Leadership
	Planning for the management systems including risk
	Support
	Operation
	Performance Evaluation
	Improvement
	Performance Evaluation
	Customer Communication
	Internal Audits
	Legal Compliance
	Use of Certification Mark (where applicable)
	Auditor collating information and preparing for closing meeting.
	Closing Meeting

Assessment Notes

- The assessment was based on sampling and therefore non-conformities may exist which have not been identified.
- If you wish to distribute copies of this report external to your organisation then all pages must be included.
- The British Assessment Bureau, its staff and agents shall keep all information relating to your organisation confidential and secure and shall not disclose any such information to any third party except that in the public domain or required by law or relevant accreditation bodies. The British Assessment Bureau staff agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.
- This report and related documents have been prepared for and only for the British Assessment Bureau client and for no other purpose. As such the British Assessment Bureau does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used or to any other person to whom the Report is shown or in to whose hands it may come and no other persons shall be entitled to rely on the Report.
- The management system documentation included the necessary policies, procedures, process descriptions etc, required by the standard.

PIN: 231410	Date: 02 August 2021	Organisation: Royal College of Music
CONFIDENTIAL		Document: Audit Summary Report
		Version 27